

Printing**Printing All Pages of the Training Manual**

Before printing the manual you will first need to change the print margins. To access the margins click File on the toolbar at the top and then click on Page Setup. The margins should be set as follows: Left - .20", Right - .20", Top - .20", and the Bottom - .20". You will also need to delete anything that may be listed in the Header and Footer fields. At the bottom left of the print box there will be a white box with text to the right of it that reads Print all linked documents. Click inside the white box so that a check appears. This will print all pages.

Printing Individual Pages

To print out individual pages, go to the specific page that you want to print. For example: page 16 - Setting Casket Prices. Click File from the toolbar at the top and then click on Print. Make sure all Margins, Headers, and Footers have been changed as noted above.



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| Gateway Hardware Support | 1-800-555-2054 |
| Dell Hardware Support | 1-888-560-8324 |
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Introduction

Welcome to The Family Advisor by Aurora. This state-of-the-art interactive system was designed specifically for funeral service. The Family Advisor is a helpful tool that assists funeral directors in the planning of at-need or pre-need funeral services. This educational system allows families to gain knowledge and ask questions about every aspect of the funeral planning process. The relaxed setting will provide families with a comfortable atmosphere while selecting services, caskets, urns, keepsakes, vaults and markers. Better-informed consumers prove to be more satisfied with their decisions. The revolutionary selection guides in Family Advisor offer the ultimate in personalization, increasing your competitive advantage and providing a more memorable service for the family.

Funeral directors benefit from The Family Advisor by increasing revenue potential and decreasing costs by having increased inventory without the need for showroom space. The Family Advisor will enhance profitability while increasing care and comfort to the families served. The funeral planning process has been simplified, yet it is more sophisticated.

Aurora realizes that security and confidentiality is of utmost importance to your business and ours, therefore, we have taken precautions to insure that this system is secure and reliable.

The Family Advisor program uses FTP (File Transfer Protocol) to transfer information from the Family Advisor System to Aurora Casket's Database on our server. Order information is limited to restricted directories on the server in a "write only" mode. This gives your system the ability to add data to Aurora Casket's Database without the ability to read any other customer's data. Aurora Casket inventory data is also available via FTP to Family Advisor customers. This process is limited to Inventory data only in a "read only" mode.

Both portions of the program use Microsoft NT's FTP username and password for security and this access is located behind Check Point Firewall which is monitored 24 hours a day, 7 days per week.

Your system is equipped with software that allows Aurora to troubleshoot remotely. This software allows you to dial into Aurora and allows us to view the area where you are experiencing difficulties. This insures quick resolution to any issues that you may encounter.

Tips:

The user guide follows the same paths as shown on the toolbar. The system paths, and the toolbar, will be slightly different depending on the disposition selected on the "Family Services Selection Guide"—burial or cremation. Several of the screens in the system are the same regardless of the disposition; therefore, those screens and the process are duplicated in the user guide.

There are also several "optional" screens throughout the selection room. These are intended to provide information and education to the family. Those screens are marked with an "Optional Screen" designation. These screens are not "required" to get to the next screen.

If you choose not to follow the path of the system, you can navigate using the toolbar. For example, if you typically sell vaults, then services and then the casket, you can use the toolbar to make those selections in that order.

Avoid using the "Back" button on Internet Explorer. Instead, utilize the Family Advisor toolbar to navigate the system.

Make sure that Internet Explorer is set to refresh every time you visit the page. To verify this setting- click on My Computer, Control Panel, Internet Options, the "Settings" Button, then choose every visit to the page.

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Key Terms

ISP Internet Service Provider

Toolbar The menu to the left of the screen that is used to move throughout the system.

Click To select an item located on the screen, you must move the pointer to the desired item, and press one of the following three buttons:

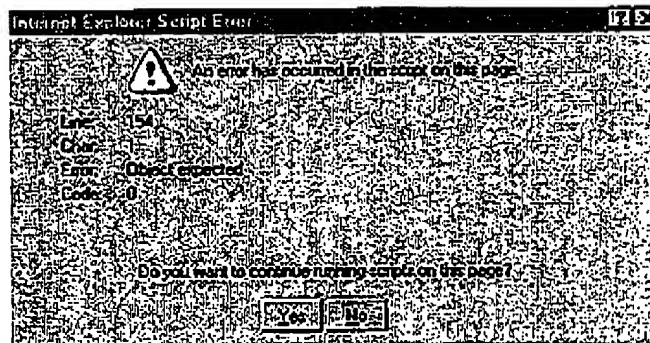
- The left button on the mouse.
- The "trigger" located underneath the remote.
- The left button directly under the trackball on the remote.

Homepage The initial screen (Director's Menu) that appears at the beginning of the system.

Text box/field The space provided for entering the requested information.

Drop-down List box/arrow The arrow to the right of the text box/field that lists the options for that field.

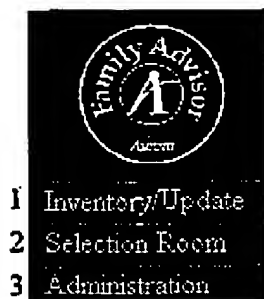
Errors If you experience script errors, choose yes and click continue. You are most likely navigating through the system too quickly. The page must be fully loaded prior to moving to the next screen.



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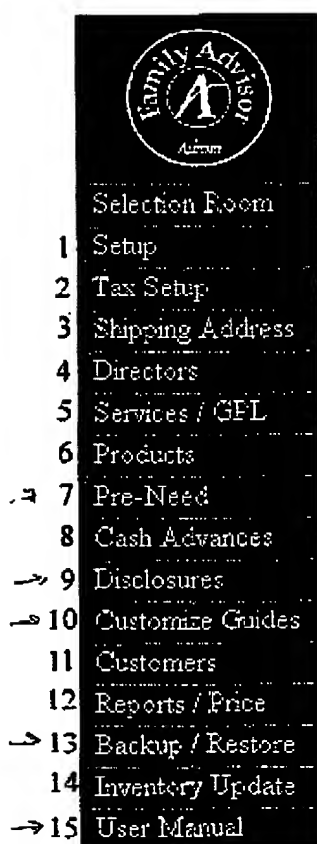
Getting Started

After turning on the system, the initial screen that appears is the "homepage" or Director's Menu. At any time while using the system, you can return to this screen by clicking on the Family Advisor logo located at the top of the toolbar to the left of the screen. This toolbar contains the options for operating the system: Administration, Selection Room, and Inventory Update, which are shown and explained below..



1. **Inventory Update** - Designed to update your system with current inventory in your service center. This is only necessary for at need services.
2. **Selection room** - The Selection Room is the primary tool used when making funeral arrangements with a family. It guides and educates the family through each step of the process.
3. **Administration** - The areas listed below are administrative areas and NOT intended for the family. These areas contain sensitive business information. It is vital that information is entered into these areas or you will experience errors in the selection room. This area is password protected.
*To access this area, click on the Administration button on the toolbar and type in your username and password in the appropriate fields and then click on the "Log in" button. As you enter the password, the field will fill with *** to guard against anyone seeing the password that you enter.*

The Administration area includes the following:



1. **Setup** - Lists your funeral home information and also acts as a link to computer setup and contract information.
2. **Tax Setup** - Allows you to enter State and Local tax rates, as well as, exemptions for each of the products and/or services that you offer to families.
3. **Shipping Address** - Allows you to enter/edit the location(s) where the products are delivered.
4. **Directors** - Allows you to enter your list of directors. This is used for reporting.
5. **Services / GPL** - Allows you to enter/update the General Price List of the services offered by your funeral home.
6. **Products** - Allows you to search for specific product types or to go directly to any of the products: Caskets, Urns, Vaults, Markers or Keepsakes.
7. **PreNeed** - Allows you to select between two companies PreNeed Insurance information.
8. **Cash Advances** - Allows you to post any third party services that require payment at the time of the arrangement.
9. **Disclosures** - Allows you to set the effective date for your GPL, as well as, fill out all of the various Disclosure and Disclaimer of Warranties information.
10. **Customize Guides** - Allows you to customize the questions in the selection guides for caskets, cremation caskets and urns.
11. **Customers** - Allows you to review customer records/account information and change status of customer (pre-need to at-need).
12. **Reports / Price List** - This area provides administrative reporting for your firm and access to your price lists.
13. **Backup / Restore** - Allows you to backup and restore your Family Advisor Database.
14. **Inventory Update** - Designed to update your system with current inventory in your service center. This is only necessary for at-need services.
15. **User Manual** - Allows you to view the Family Advisor Training manual on your screen, instead of search through pages in the hard bound book.

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Setup



To access the setup area, click "Setup" on the toolbar. The Funeral Home Setup page will appear. This screen establishes the necessary communication/system information to obtain updates and allows you to enter information regarding your funeral home. This page also allows input of contract information and sets up the tax rate for products and services.

To enter information in the blank text boxes, click the appropriate box. Type in the requested information regarding the following options:

1. **Funeral Home Name** - Enter/edit the name of your business.
 2. **Aurora Account #** - Enter/edit account #.
 3. **Address 1** - Enter/edit address.
 4. **Address 2** - Enter/edit address.
 5. **City** - Enter/edit city.
 6. **State** - Enter/edit state.
 7. **Postal Code (zip code)** - Enter/edit zip code.
 8. **Phone** - Enter/edit phone number.
 9. **Fax** - Enter/edit fax number.
 10. **Internet Address** - Enter/edit Internet Address.
 11. **Email** - Enter/edit Email address.
 12. **Username** - Enter/edit any combination of letters and/or numbers. Aurora recommends using a minimum of 4 letters and/or numbers. This can be changed as often as desired.
 13. **Password** - Enter/edit any combination of letters and/or numbers. Aurora recommends using a minimum of 4 letters and/or numbers. This can be changed as often as desired. This field will fill with ****, as the password is entered. Do not use your username as your password.
 14. **Display Tax with Price** - By selecting "yes", the system will calculate the tax and include it in the retail price shown to the family. If you choose "No", tax will not be included in the price of the product when displaying the product, however, tax will be calculated in the summary.
 15. **Display Total Prices** - If you select "No", the family will only see the price of the product displayed in the selection room. If "Yes", the price for the product shown, and a grand total will be shown in the selection room. This makes it easy for the family to keep track of the total cost of the arrangement.
 16. **Image File** - Click on the "Browse" button. Once you have located and selected your image, click the "Open" button. Your image location will be displayed in the text box to the left of the browse button.
 17. **Image Selection** - If you wish to display no image, while you currently have one selected, click on the down arrow to the right of the drop-down box and select "No Image." Below this, if you have an image selected, the location will be displayed, as well as, a small display of your actual image.
- **At this point, choose "Save Setup" from the bottom of the toolbar and continue to the next page.**

Funeral Home Setup

1 Funeral Home Name: Your Funeral Home *

2 Aurora Account #: 10100 *

3 Address 1: 10944 Marsh Road *

4 Address 2: *

5 City: Aurora *

6 State: IL *

7 Postal Code: 61701 *

8 Phone: 612-925-1111 *

9 Fax: 612-925-1143 *

10 Internet Address: http://www.auroraoracle.com *

11 Email: jadvise@auroraoracle.com *

12 Username: aurora *

Confirm Username: aurora *

13 Password: *

Confirm Password: *

14 Display Total Prices: Yes [X] *

15 Display Tax with Price: Yes [X] *

16 Image File: C:\Users\Public\My Recent Places\1.jpg *

17 Image Selection: [No Image] *

(Currently: C:\Users\Public\My Recent Places\1.jpg)

* Denotes a required field

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Setup Continued

1. **Computer Setup** - Located under "Save Setup" on the toolbar, this area will be set up at installation by Aurora. Do not change any information on this screen as it will affect your Inventory Updates.

Funeral Home Setup

| | |
|--|---|
| Funeral Home Name: [Your Funeral Home] | Computer Setup FTP Site: [12.3.177.111] Login ID: [johndoe@johndoe.com] Password: [johndoe123] Service Center: [32] * Denotes a required field Family Advisor Version 3.0 DirectConnect Users Chris Barrow Charles (Chap) Day Kathleen Jenkins Ben McEneaney David Tinkmeyer Aaron Reeves |
| Aurora Account #: [55195] | |
| Address 1: [10944 Forest Road] | |
| Address 2: [] | |
| City: [Aurora] | |
| State: [IL] | |
| Postal Code: [47001] | |
| Phone: [617-923-1111] | |
| Fax: [617-923-1144] | |
| Internet Address: [http://www.auroraconnect.com] | |
| Email: [johndoe@auroraconnect.com] | * Denotes a required field |
| Username: [johndoe] | |
| Confirm Username: [johndoe] | |
| Password: [] | |
| Confirm Password: [] | |

2. The **Contract Information** window will appear at the bottom of the page. Click on Contract Info to access this area. This window is used to store the contract that serves as the legal binding agreement between the funeral home and the family. Click on the window until the cursor appears, then enter the contractual document text. At any time, clicking in the window and typing any changes can edit the contract. When the contract has been entered, click "Save Setup" to exit the window. This area will support up to 8,000 characters of text, which is roughly three pages of text.

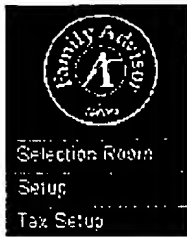
Image Selection: []
 (Currently C:\temp\lawrence\showroom\images\SAM\00000000.jpg)

Contract Information: []

* Denotes a required field

Once the Contract information has been entered, click "Save Setup" on the toolbar. The "Computer Setup" and "Contract Info" can be hidden (taken off the screen) by clicking "Hide Computer Setup" or "Hide Contract Info" at the bottom of the toolbar.

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Tax Setup

To access this page, click Tax Setup on the toolbar.

This page allows you to enter tax rates and/or exemptions for each of the products and services you offer. There is a choice for one State and two Local entries. The selection includes Caskets, Flowers, Keepsakes, Markers, Panels, Services, Urns, Vaults and Urn Vaults. To enter in the tax rate or exemption, click inside the appropriate box. Once you have a cursor inside the box, enter the tax rate or exemption. If there is no tax for an item, enter a zero in the corresponding box. If there is no exemption, you must select "No Exemption" by clicking the down arrow to the right of the drop-down box and choosing it from the list. If there is an exemption, select the exemption type from the list, either a percentage or dollar amount. Once you have entered all of your tax information, click **SAVE SETUP** on the toolbar.

State/Local Tax Rate Setup

| Item | Rate | Exemption | Exemption Type |
|-----------------|------|-----------|----------------|
| Caskets State | 5 % | 0 | No Exemption |
| Caskets Local | 0 % | 0 | No Exemption |
| Caskets Local | 0 % | 0 | No Exemption |
| Flowers State | 5 % | 0 | No Exemption |
| Flowers Local | 0 % | 0 | No Exemption |
| Flowers Local | 0 % | 0 | No Exemption |
| Keepsakes State | 5 % | 0 | No Exemption |
| Keepsakes Local | 0 % | 0 | No Exemption |
| Keepsakes Local | 0 % | 0 | No Exemption |

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Shipping Address

To access this area, click on Shipping Address on the toolbar.

This screen allows you to enter the locations where you would like the products delivered.

Shipping Addresses

1 Customer Number: _____ *

Location Name: _____ *

Address1: _____ *

Address2: _____

City / State / Zip: _____ * _____ * _____ *

Phone: _____ *

Fax: _____

Internet Address: _____

Email: _____ *

* Denotes a required field

1A _____

☐ Your Shipping Address
☐ Second Shipping Address

2

To enter a new location:

1. Key in the required information by putting the cursor in the appropriate field and typing in the information. The following fields are required: customer number (which is issued by Aurora, and is relative to each funeral home location), location name, address, city/state/zip, phone and email.
2. Click on the **Add Address** button at the bottom of the screen.
3. When finished, click on **SAVE ALL ADDRESSES** on the toolbar.

To edit an existing shipping address:

- 1A. Click on the location name in the text box. Now click on "Edit Address." This will populate the existing information for that location in the required fields.
2. Edit the necessary fields by clicking on the field with the cursor and typing in the new information.
3. When the changes are completed, click on the **Save Address** button at the bottom of the screen.
4. When you are through with editing one or more of your locations, click on **SAVE ALL ADDRESSES** on the toolbar.

To delete a location:

- 1A. Click on the location name in the text box.
2. Select the **Delete Address** button at the bottom of the screen.
3. Click on **SAVE ALL ADDRESSES** on the toolbar.

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Directors



To access this area, click on Directors on the toolbar. This area allows you to set up a list of Directors that will be utilizing the system. This is necessary to collect information on each arrangement conducted by the arranger for the reporting.

1. To enter a Director to the list, type the Director's ID (3)
2. Type in first name in the appropriate field (4)
3. Type in last name in the appropriate field (5)
4. The fields for Fortis (6) and Homesteaders (7) are not necessary at this time, but they will be mandatory when submitting PreNeed information later on when that functionality becomes available.
5. Click on the Add Director (8) button at the bottom of the screen. To save, click on the "Save All Entries" button on the toolbar.

Directors

1 —————

D1 Jim Thorpe FF1122 HS3344
D2 Rick Fox FF11 HS22

2 —————
●
●

3 Director ID: _____

4 First Name: _____

5 Last Name: _____

6 Fortis Family ID: _____

7 Homesteaders ID: _____

Add Director

8

Delete Director

9

Edit Director

10

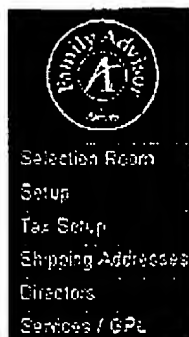
To delete a Director

Click on the appropriate name on the list of Directors (5). The name will be highlighted in blue. Then click on Delete Director (9). When finished, click on "Save All Entries" on the toolbar.

To edit a Director

Click on the appropriate name in the list of Directors (5). The name will be highlighted in blue. Then click on Edit Director (10). When finished, click on "Save All Entries" on the toolbar.

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Services / GPL

To access this area, click on the Services / GPL button on the toolbar. This area allows you to enter/update the General Price List for the services offered by your funeral home. This screen lets you determine the service order, price, whether or not it is displayed in the Showroom. Services may be added and edited as necessary by clicking on the appropriate buttons.

1. Click on the to select the service to sell in the showroom and take it off to remove it from the showroom.
2. Click on the Service Name to view the description of the Service.
3. Click on the text box to change the price for the service.
4. Click on the drop-down box to select the order, from top to bottom, of the services. This order number will determine the order the services display in the Selection Room and the Services / GPL price list.
5. Choose a service category to view: Packages, Services, Facilities, Merchandise or Select a Service Video.
6. Click the "Add Services" button to add services.
7. Click on the "Edit Services" button to edit a previously added service.
8. When all changes are completed, click on "Save Selection" button on the toolbar before moving on to another page.

| Packages | | | | |
|--------------|--|------------|---------------|--|
| 1 | 2 | 3 | 4 | |
| Service Code | Name | Price | Display Order | |
| S0100 | Package A - Traditional Funeral Service | \$3,400.00 | 1 | |
| S0200 | Package B - Visitation and Funeral Service Same Day | \$3,000.00 | 2 | |
| S0300 | Package C - Minimum Burial Package | \$1,900.00 | 3 | |
| S0400 | Package D - Full Service Cremation | \$3,200.00 | 4 | |
| S0500 | Package E - Cremation with Visitation and Funeral Service Same Day | \$3,000.00 | 5 | |

5 Service Type: Packages Services Facilities Merchandise Videos

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Adding Services**Add Services**

All Fields Are Required

1 Service:

2 Service Code:

3 Category:

4 Price: \$0.00 Taxable: ☐

5 Disposition:

6 Description:

7 Image: ☐

The image must be no larger than 600 pixels wide x 400 pixels height.
(Current Image: None)

8 Go To: [Packages](#) [Services](#) [Facilities](#) [Merchandise](#)

Adding Services

1. Enter the name of the service.
2. Enter a product code for the service. This must be a unique product code which is solely for tracking purposes.
3. Select what type of service it is e.g. Package, Service, Facility/Transportation, or Merchandise.
4. Enter a price and if this service is taxable click on the check box next to the word "Taxable" to activate it.
5. Choose a disposition for this service to show up under, whether its Burial only, Cremation only, or both.
6. Enter in a description for the service.
7. If there is a picture for this service, you can choose it here or remove it.
8. Click on these links to go to the corresponding service pages.

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Creating a Package

Add Services

All Fields Are Required

1 Service:

2 Service Code:

3 Category: 9

4 Price: Taxable: ☐ 10 Taxable Amount:

5 Disposition:

6 Description:

7 Image: ☐

The image must be no larger than 600 pixels wide x 400 pixels height.
(Current Image: None)

8 Go To: [Packages](#) [Services](#) [Facilities](#) [Merchandise](#)

Creating a Package

1. Enter the name of the service.
2. Enter a product code for the service.
3. Select Package, then you will notice a Select Services (9) button and a Taxable Amount (10) field appear.
4. Enter a price and if a part of this package is taxable click on the check box next to the word "Taxable" to activate it.
5. Choose a disposition for this service to show up under, whether its Burial only, Cremation only, or both.
6. Enter in a description for the service.
7. If there is a picture for this service, you can choose it here or remove it.
8. Click on these links to go to the corresponding service pages.
9. Click on Select Services to select the individual services that comprise the package. For more Details see below.
10. Click in the Taxable Amount field, enter the dollar amount that is taxable for the package.

Services

Please choose the services that comprise this package and save your selection.

| | Name |
|-------------------------------------|--|
| <input type="checkbox"/> | Immediate Burial (Container provided by Purchaser) |
| <input checked="" type="checkbox"/> | Basic Services of Funeral Director and Staff |
| <input type="checkbox"/> | Embalming |
| <input type="checkbox"/> | Medical Examiner/Coroner Cremation Permit |
| <input type="checkbox"/> | Organist/Musician |
| <input type="checkbox"/> | Air Shipment Tray/Container |
| <input type="checkbox"/> | Burial Clothing |

2 3

Selecting Services

1. After clicking on the Select Services button from above another window will appear with a list of services.
2. Select all of the appropriate services that comprise the package.
3. Once all of the desired services are selected click on the Save Selection (2) button.
4. The Close (3) button will close the window if no services need to be selected.

Editing Services

Edit Services

Service Category

Service Name

All Fields Are Required

1. Service:

2. Service Code:

3. Category:

4. Price: Taxable: ☐

5. Disposition:

6. Description:

7. Image:

The image must be no larger than 600 pixels wide x 400 pixels height.
 (Current Image: None)

8. Go To: [Packages](#) [Services](#) [Facilities](#) [Merchandise](#)

Editing Services

To edit a service, first click on the drop down box under Service Category and choose a services type Packages, Services, Facility/Transportation, or Merchandise. Then select a service from the drop down box under Service Name and click the Search button. Next follow these steps to change your service. If you want to delete the service click on the "Delete Services" button next to the "Save Service" button.

1. Enter the name of the service.
2. The product code for the service can not be changed.
3. Select what type of service it is e.g. Package, Service, etc.
4. Enter a price and if this service is taxable click on the check box next to the word "Taxable" to activate it.
5. Choose a disposition for this service to show up under, whether its Burial only, Cremation only, or both.
6. Enter in a description for the service.
7. If there is a picture for this service, you can choose it here or remove it.
8. Click on these links to go to the corresponding service pages.

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Products



To access this area, click on "Products" on the toolbar. This page allows you to search for specific product types or to go directly to any of the products you wish to offer.

1. To view the **Product Selection**, click on the down arrow located to the right of the drop-down box. Using this list, select the Product Selection you wish to search on or view.
2. Once you have selected a product, a drop-down box with a list of Metal Types will appear below Product Selection. To view this list, click on the down arrow located to the right of the second drop-down box. Using this list, select a Metal Type, or to view all Types, select "All" from the list.
3. Once you have selected from the Product Selection and Metal Types, you can now enter your search criteria in the text boxes (An example is provided on-screen). If you do not wish to search on a specific price range, leave the text boxes blank to view the entire price range. If this step is not applicable, go to step 4.

4. After you have entered a price, you can choose if it is either retail or wholesale.

5. Click the "Search" button or "Reset" to start over.

6. Instructions for selecting the products you wish to offer to your customers are provided in the next section.

Product Search

1 **Product Selection**
Caskets-Metal

2 **Metal Types**
- Select Type -

Enter prices below to search for specific product prices.
Leave blank to view all records.

Example

1000 3500

Greater than or Equal to Less than or Equal to

3

Search for Prices by:

4 ☐ Retail ☐ Wholesale

5

Caskets-Metal
Caskets-Wood
Panels-Embroidered
Panels-Photo
Urns
Keepsakes
Vaults
Urn Vaults
Markers-Bronze
Markers-Granite
Flowers

- Select Type -
All Metal
Bronze
Copper
Stainless Steel
Steel
Selected Metals
Feature Selections
Special Order
Popular Selections
Other Selections

New Products

The Family Advisor system checks for a New Products database each time you enter the Product Search. While checking, a message similar to the following is displayed at the top of the screen: **New Family Advisor Products - Products Added 3.**

If there is a New Products database, the **Product Selection** drop-down box will only include the name **New Products**. To view the New Products, select **New Products** from the list, and then click the **Search** button.

New Products you wish to offer are selected in the same manner as explained in the next section.

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Caskets

This page contains all Aurora caskets available to you in your service center. It allows you to indicate what products you would like to present to a family. Each category may have multiple pages that will be listed at the bottom of your screen. These pages are sorted in price descending order by material type.

1. To select a product, click on the circle to the left of the product code so that the Aurora logo appears. All products marked with an Aurora logo will be shown in the selection room process. To deselect a product, click the Aurora logo located to the left of the appropriate product. An empty circle will replace it. If the Aurora logo is not present to the left of the product, this product will not be shown to a family.
2. If you are not familiar with the product and would like to view it, click on the product code. Once you have viewed the product, click on "Close" to return to the product selection screen.
3. After selecting the product, choose the disposition of the casket: standard (STD), cremation (CRE) or both (S/C). This determines where the product appears in the selection room. To select, click on the drop-down box and make your selection by clicking on your choice.
4. New with Family Advisor 5.0 is the ability to select the Gender of the caskets. This will affect the Casket Selection Guide and allow you to customize what you view as Feminine (F), Masculine (M), Neutral (N), or any combination of the three. Simply click the down arrow on the drop down box and make your selection.
5. Setting the retail price. This is the pricing that will appear in the selection room to be viewed by the family. To set the price, click in the Retail Price box, key in the desired retail price. If you do not set your retail price, the system will automatically default the retail price to \$0.00. Make sure that you determine the appropriate retail price.
6. The "Pop" column allows you to mark your most popular caskets. In the Selection Room, the family can either view your most popular items and/or they can choose selection criteria to match a casket to their preferences. To mark a unit as "popular", click inside the box.
7. The "Other" column can be utilized in various ways. If you compete with retail stores, you can select those caskets that will be competitive with the selections at the stores or you could designate any units that are in your physical selection room and are available for viewing. To mark a unit as "other", click inside the box.
8. The "Feature" column can be utilized to show special caskets. For instance, if you want to show oversized caskets, but don't want them to display in the normal line of caskets you can mark them as a "feature selection". These caskets will only be accessible by clicking on the Feature button on the toolbar in the Casket Selection Guide and the Cremation Casket Selection Guide.

Metal Casket Product Selection

| | Product Code | Product | Material Type | Disp | Gender | Wholesale Price | Retail | Markup | Margin | Pop | Other | Feature |
|---|--------------|--|---------------|------|--------|-----------------|--------|--------|--------------|-----|-------|---------|
| 1 | A22855 | 2299 Glacier Blue Brushed 2601 Elite Premium Velvet J.S. B&B | Bronze | STD | M | \$2,361.00 | \$0.00 | 0.00 | (\$2,361.00) | | | |
| | A22853 | 2299 Dark Brushed Bronze 2601C Pearl Premium Velvet | Bronze | STD | M | \$2,361.00 | \$0.00 | 0.00 | (\$2,361.00) | | | |
| | A22775 | 2298 Coral Mist 2704 Pearl Premium Velvet | Bronze | STD | F | \$2,175.00 | \$0.00 | 0.00 | (\$2,175.00) | | | |
| | A24320 | 2444 Aberdeen Sparkle Brushed 1506C Pearl Premium Velvet | Bronze | STD | M | \$2,125.00 | \$0.00 | 0.00 | (\$2,125.00) | | | |
| | A24301 | 2159 Reflection Trojan Gunmetal 1447C White Velvet | Bronze | STD | N | \$1,581.00 | \$0.00 | 0.00 | (\$1,581.00) | | | |

2 3 4 5 6 7 8

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Casket Descriptions

At the bottom of all Casket Selection pages in the Administration you will see a "Rename Caskets" button as noted by the 1 below.

Metal Casket Product Selection

| | Product Code | Product | Material Type | Disp | Gender | Wholesale Price | Retail | Markup | Margin | Pop | Other | Feature |
|---|--------------|--|---------------|------|--------|-----------------|--------|--------|--------------|--------------------------|--------------------------|--------------------------|
| ● | A28155 | 2829 Dark Brushed Bronze 2490T Pearl Premium Velvet | Bronze | STD | MN | \$3,500.00 | \$9.00 | 0.00% | (\$3,500.00) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ● | A22854 | 2299 Starline Brushed 2601C Pearl Premium Velvet G&B/M | Bronze | STD | MN | \$2,364.00 | \$9.00 | 0.00% | (\$2,364.00) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ● | A22855 | 2299 Glacier Blue Brushed 2601 Blue Premium Velvet G & B/M | Bronze | STD | MN | \$2,364.00 | \$9.00 | 0.00% | (\$2,364.00) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ● | A22775 | 2298 Coral Mar 2704 Pink Premium Velvet | Bronze | STD | F | \$2,173.00 | \$9.00 | 0.00% | (\$2,173.00) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ● | A24320 | 2444 Aberdeen Starline Brushed 1526C Pearl Premium Velvet | Bronze | STD | MN | \$2,125.00 | \$9.00 | 0.00% | (\$2,125.00) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

1

When renaming caskets you can search for caskets by specific Material Types. For example see below: select the Casket Type (1) The two types of caskets are Metal Caskets and Wood Caskets. When you select Metal Caskets you will notice the Material Types (2) changes to Metal Types (2a). Click the down arrow under Metal Types and you will see the list of Metal Types. This will narrow the list of caskets you are renaming. Follow this same procedure to search for a particular Wood Type (2b). To view a picture of a casket click the description of the casket under the Product column. To rename a casket, enter the name for which you wish to represent the casket in the Selection Room, on the Summary and for the Print Page, in the "Renamed Product" text box. The casket will still hold its original name when ordered from Aurora. When complete, click on "Save Selection" at the bottom of the page.

Metal Casket Personalization

Select from the following options to Search for Caskets to rename.

1 Casket Type Material Types 2

| Product ID | Product | Renamed Product |
|------------|--|-----------------|
| A28155 | 2829 Dark Brushed Bronze 2490T Pearl Premium Velvet | |
| A22854 | 2299 Starline Brushed 2601C Pearl Premium Velvet G&B/M | |
| A22855 | 2299 Glacier Blue Brushed 2601 Blue Premium Velvet G & B/M | |
| A22775 | 2298 Coral Mar 2704 Pink Premium Velvet | |
| A24320 | 2444 Aberdeen Starline Brushed 1526C Pearl Premium Velvet | |

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1 Casket Type

2a Metal Types

All Metal

Bronze

Copper

Stainless Steel

Steel

2b Wood Types

All Wood

Ash

Cherry

Fiberboard

Mahogany

Maple

Oak

Pine

Poplar

Veneer

Walnut

Urns and Keepsakes

The Urn Product Selection and Keepsake Product Selection page have the same features and functionality. It allows you to indicate what products you would like to present to a family. Each category may have multiple pages that will be listed at the bottom of your screen. These pages are sorted in price descending order by material type.

1. To select a product, click on the circle to the left of the product code so that the Aurora logo appears. All products marked with an Aurora logo will be shown in the selection room process.

2. If you are not familiar with the product and would like to view it, click on the product code. Once you have viewed the product, click on "Close" to return to the product selection screen.

To deselect a product, click the Aurora logo located to the left of the appropriate product. An empty circle will replace it. If the Aurora logo is not present to the left of the product, this product will not be shown to a family.

3. After selecting the product, choose the disposition of the product(when available): Urn (URN) or Keepsake (KPS). This determines where the product appears in the selection room. To select, click on the drop-down box and make your selection by clicking on your choice.

4. Setting the retail price. This is the pricing that will appear in the selection room to be viewed by the family. To set the price, click in the Retail Price box, key in the desired retail price and click anywhere outside the box. The margin and mark-up will calculate automatically. If you do not set your retail price, the system will automatically default the retail price to \$0.00. Make sure that you determine the appropriate retail price.

5. The "Pop" column allows you to mark your most popular urns. In the Selection Room, the family can either view your most popular items and/or they can choose selection criteria to match an urn to their preferences. To mark a unit as "popular", click inside the box.

6. The "Other" column can be utilized in various ways. If you compete with retail stores, you can select those caskets that will be competitive with the selections at the stores or you could designate any units that are in your physical selection room and are available for viewing. To mark a unit as "other", click inside the box.

7. The "Feature" column can be utilized to show special urns. For instance if you want to show cloisonne urns, but don't want them to display in the normal line of urns you can mark them as a "feature selection". This excludes them, so to speak, from the normal line of urns and they will only be accessible by clicking on the Feature button that will display on the toolbar in the Urn Selection Guide.

Urn Product Selection

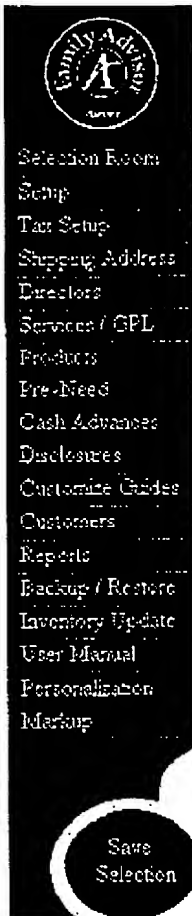
| | Product Code | Product | Material Type | Disp | Wholesale Price | Retail | MarkUp | Margin | Pop | Other | Feature |
|---|--------------|-----------------------------|---------------|------|-----------------|--------|--------|--------------|--------------------------|--------------------------|--------------------------|
| ○ | 336GP | Sarcophagus 242 Gold Plated | Cast Bronze | URN | \$1,279.00 | \$0.00 | 0.00 | (\$1,279.00) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ● | 332SP | Consolation Satis Polished | Cast Bronze | URN | \$880.00 | \$0.00 | 0.00 | (\$880.00) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ○ | 332N | Consolation | Cast Bronze | URN | \$766.00 | \$0.00 | 0.00 | (\$766.00) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ○ | 336 | Sarcophagus | Cast Bronze | URN | \$709.00 | \$0.00 | 0.00 | (\$709.00) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ● | 314SP | Inspiration Satis Polished | Cast Bronze | URN | \$709.00 | \$0.00 | 0.00 | (\$709.00) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ○ | 314GR | Inspiration Verdi Green | Cast Bronze | URN | \$709.00 | \$0.00 | 0.00 | (\$709.00) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ○ | 314N | Inspiration | Cast Bronze | URN | \$673.00 | \$0.00 | 0.00 | (\$673.00) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ○ | 322 | Book | Cast Bronze | URN | \$363.00 | \$0.00 | 0.00 | (\$363.00) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ○ | 393 | Vesta | Cast Bronze | URN | \$233.00 | \$0.00 | 0.00 | (\$233.00) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Page number: 11 2

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Save Selection Search

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To access this area, first select a product and then click "Markup" on the toolbar. This page allows you to set prices for the listed products. Note: the only products that you can use the markup on are *Caskets, Urns, Keepsakes, Urn Accessories, Markers, and Panels*. These are the only ones that will definitely have a wholesale price. You can markup the price at a certain percentage plus have it round up to a chosen dollar amount, this will affect all of the products under the category. For example you can mark the Urns up 2% plus round it to the nearest \$10 and this will set the price for all of the Urns. A better example is written on the markup page below.

Caution! This page will set the prices, but it will not select any products to sell. You must still find the products you want to sell and select them. To get back to the products just click "Products" on the tool bar.

Family Advisor Product Markups

To markup all caskets by 2.2, enter 2.2 in the Markup Multiplier box on the Caskets line then click Calculate. You also have the ability to round prices up to 10, 25, 50, 100. For example a Casket marked up 2.2 and rounded to the nearest 50 will round up from \$1351 to \$1400.

| | Markup Multiplier | Round up to: | |
|-----------------|----------------------|----------------------|--|
| Caskets | <input type="text"/> | <input type="text"/> | <input type="button" value="Calculate"/> |
| Urns | <input type="text"/> | <input type="text"/> | <input type="button" value="Calculate"/> |
| Urn Accessories | <input type="text"/> | <input type="text"/> | <input type="button" value="Calculate"/> |
| Keepsakes | <input type="text"/> | <input type="text"/> | <input type="button" value="Calculate"/> |
| Markers | <input type="text"/> | <input type="text"/> | <input type="button" value="Calculate"/> |
| Panels | <input type="text"/> | <input type="text"/> | <input type="button" value="Calculate"/> |

Personalization for Urns and Keepsakes

Personalization

| Product Code | Product | Price | Retail | MarkUp | Margin | QTY Sold |
|--------------|------------------------|---------|---------|--------|---------|----------|
| PERS | Personalization Charge | \$25.00 | \$50.00 | 2.00 | \$25.00 | 22 |

To set retail pricing of Personalization options for Urns & Keepsakes:

1. While setting prices for Urns or Keepsakes, a Personalization button will appear at the bottom of the toolbar to the left.
2. To set prices for Personalization, click on the Personalization button on the toolbar.
3. Type in the retail price in the area provided and then click on the Save Selection button on the bottom of the Toolbar.

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Vaults

Family Advisor contains images of vaults from various vault suppliers. This page allows you to select and set pricing for vaults that you want to show in the selection room, as well as, selecting the Vault Companies Information you wish to display in the Selection Room.

Selecting Vaults - Note: Inventory updates and online ordering does not apply to vaults.

1. To select a product, click on the circle to the left of the product code so that the Aurora logo appears. All products marked with an Aurora logo will be shown in the selection room process.
- To deselect a product, click the Aurora logo located to the left of the appropriate product. An empty circle will replace it. If the Aurora logo is not present to the left of the description, this product will not be shown to a family.
2. If you are not familiar with the product and would like to view it, click on the Product Name. Once you have viewed the product, click on "Close" to return to the administrative area.
3. To Set Pricing, click in the "Wholesale" box; enter the Wholesale Price of the vault.
4. Click in "Retail Price" box; enter the Retail Price and click outside of the box.
5. Each company has individual information about their products. You can click on the button with a manufacturers name to view what the information contains. To select one, click on the circle (5a) to the left of the desired manufacturer.

After completing the fields on each page, choose **SAVE SELECTION** on the navigation bar. **EACH** page must be saved individually. Do not leave the page until you have saved your changes.

After saving, a Data Saved Successfully message will appear. Select "OK" when the message appears. As long as the Data Saved Successfully box appears, your selections have been saved.

Burial Vaults Product Selection

Select each vault information page that you would like to show in the Selection Room.
To view the content of a particular page click on the specific button below.

5a

5

2

| | Product Name | Vault Type | Material Type | Wholesale Price | Retail | Markup | Margin |
|---|------------------------|------------|---------------|-----------------|------------|--------|------------|
| 1 | Bronze Trance | W/door | Bronze | \$1,500.00 | \$3,000.00 | 2.00 | \$1,500.00 |
| | W/door Bronze | W/door | Bronze | \$4,000.00 | \$8,000.00 | 2.00 | \$4,000.00 |
| | Concrete Grave Lier | W/door | Concrete | \$1.00 | \$1.00 | 1.00 | \$0.00 |
| | Continental | W/door | Concrete | \$1500.00 | \$1,000.00 | 2.00 | \$500.00 |
| | Monticello | W/door | Concrete | \$500.00 | \$1,000.00 | 2.00 | \$500.00 |
| | The Salute | W/door | Concrete | \$1.00 | \$1.00 | 1.00 | \$0.00 |
| | The Veterans | W/door | Concrete | \$1.00 | \$1.00 | 1.00 | \$0.00 |
| | Stainless Steel Trance | W/door | Stainless | \$1,000.00 | \$2,000.00 | 2.00 | \$1,000.00 |

3

6

7

8

4

Save Selection Add Vaults Edit Vaults Recommend Vaults Search

6. Add Vaults button - click this button to Add Vaults to your current list. Normally these would be your local vaults. For more detailed information see the next page.

7. Edit Vaults button - click this button to Edit Vaults in your current list. The only vaults you can edit are those that you have added. For more detailed information see the next page.

8. Recommend Vaults button - click this button to recommend vaults for certain caskets. You will only be able to recommend vaults that are included in the system. For more detailed information see the next page.

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Adding/Editing/ & Recommending Vaults

Add Vaults

All Fields Are Required

Product Code 1
 Manufacturer 2
 Product Name 3
 Material 4
 Wholesale \$1.00 5
 Retail \$1.00 6
 Description 7
 Image 8
 The image must be no larger than 600 pixels width & 400 pixels height.
 (Currently: None) 9

Vaults

Search for Vault

Product Code: Product Name: 1

All Fields Are Required

Product Code 2
 Manufacturer 3
 Product Name 3
 Material 3
 Wholesale \$1.00 3
 Retail \$1.00 3
 Description 3
 Image 3
 The image must be no larger than 600 pixels width & 400 pixels height.
 (Currently: None) 3

Vault Additions

Add Vaults will allow as many vault additions that you may wish to offer families. First, click the "Add Vaults" button at the bottom of the Burial Vaults Product Selection page.

1. Enter the **Product Code** (This must be unique).
2. Enter the **Manufacturer** of the burial vault.
3. Enter the **Product Name** of the burial vault.
4. Enter the **Material** of the burial vault.
5. Enter the **Wholesale** price of the burial vault.
6. Enter the **Retail** price of the burial vault.
7. Enter the **Description** of the burial vault.
8. Enter the **Image** by clicking on the Browse button and locating the vault image on the computer.
9. This displays the **Current Image Location**.

Note: Do not use an image that is on a 3 1/2 floppy. Copy the image to the C: drive of the computer first.

Vault Editing

Edit Vaults will allow you to edit any Vault that you have added to the database. First click "Edit Vaults" at the bottom of the Burial Vaults Product Selection page.

1. Click on the drop down box (1) and select the product to edit.
2. The **Product Code** (2) field cannot be edited.
3. All other fields can be edited (3).
4. After all editing is finished click the **Save Vault** button (4).
5. To delete the vault click the **Delete Vault** button (5).

Note: Do not use an image that is on a 3 1/2 floppy. Copy the image to the C: drive of the computer first.

Vault Recommendations

To view an image and description of a selected vault,
double click on the empty table area around that selection

| Casket Material Type | Recommended Vault #1 | Recommended Vault #2 | Recommended Vault #3 |
|----------------------|--|--|--|
| Copper | <input type="button" value="Oak"/> <input type="button" value="Rose S Steel"/> | <input type="button" value="Oak"/> <input type="button" value="Patrician-WP"/> | <input type="button" value="Wilbert"/> <input type="button" value="Wilbert Bron"/> |

Vault Recommendation

1. You can recommend a vault for each type of Casket Material (1).
2. Select the **Vault Manufacturer** (2) by clicking on the drop down box.
3. Select the **Vault** (3) by clicking inside the drop down box.
4. To view a picture of the current recommended vault, *double* click on the empty table area around that selection (4).

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Flowers

This page allows you to select and set pricing for flowers that you want to show in the selection room, as well as, selecting the Flowers to display in the Selection Room.

Selecting Flowers - Note: Inventory updates and online ordering does not apply to flowers.

1. To select a product, click on the circle to the left of the product code so that the Aurora logo appears. All products marked with an Aurora logo will be shown in the selection room process.
- To deselect a product, click the Aurora logo located to the left of the appropriate product. An empty circle will replace it. If the Aurora logo is not present to the left of the description, this product will not be shown to a family.
2. If you are not familiar with the product and would like to view it, click on the Product Name. Once you have viewed the product, click on "Close" to return to the administrative area.
3. To Set Wholesale Pricing, click in the "Wholesale" box; enter the Wholesale Price of the vault.
4. To Set Retail Pricing, click in the "Retail" box; enter the Retail Price of the vault.
5. To display Flowers in the Selection Room click the empty circle so that the Aurora logo appears.





After completing the fields on each page, choose SAVE SELECTION on the navigation bar. **EACH page must be saved individually. Do not leave the page until you have saved your changes.**

After saving, a Data Saved Successfully message will appear. Select "OK" when the message appears. As long as the Data Saved Successfully box appears, your selections have been saved.

Flower Selections

Click on the empty circle next to Flowers, if you want to display Flowers in the Selection Room.

5.  Flowers

| | Product Code | Product Name | Wholesale Price | Retail | Markup | Margin |
|---|--------------|------------------|-----------------|----------|--------|---------|
|  | F0100 | Flower Package 1 | \$100.00 | \$150.00 | 1.50 | \$50.00 |
|  | F0200 | Flower Package 2 | \$90.00 | \$125.00 | 1.39 | \$35.00 |
|  | F0300 | Flower Package 3 | \$45.00 | \$90.00 | 2.00 | \$45.00 |
|  | F0500 | Flower Package 4 | \$20.00 | \$35.00 | 1.75 | \$15.00 |

1

2

3

4

Save Selection

Add Flowers

Edit Flowers

Search

6

7

6. Add Flowers button - click this button to Add Flowers to your software. For more detailed information see the next page.

7. Edit Flowers button - click this button to Edit Flowers in your current list. You will only be able to edit flowers that you have previously entered. For more detailed information see the next page.

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Adding and Editing Flowers

When adding flowers the images must be no larger than 600 pixels in width and 400 pixels in height. If you are not sure how to change the size of the images and would like for Aurora to scan your images for you contact the Family Advisor Support Team at 1-800-457-1111 x 327.

Add Flowers
All Fields Are Required

Product Code: 1

Product Name: 2

Wholesale: 3

Retail: 4

Description: 5

Image: 6
(Currently None)

Adding Flowers

Add Flower will allow as many flower additions that you may wish to offer families. First, click the "Add Flowers" button at the bottom of the Flower Selections page.

1. Enter the **Product Code** (This must be unique).
2. Enter the **Product Name** of the flower.
3. Enter the **Wholesale** price of the flower.
4. Enter the **Retail** price of the flower.
5. Enter the **Description** of the flower.
6. Enter the **Image** by clicking on the Browse button and locating the flower image on the computer.

Note: Do not use an image that is on a 3 1/2 floppy. Copy the image to the C: drive of the computer first.

Flowers

Search for Flower

Product Code - Product Name 1

All Fields Are Required

Product Code: 2

Product Name: 3

Wholesale:

Retail:

Description:

Image:
(Currently C:\temp\70's something.gif)

Editing Flowers

Edit Flowers will allow you to edit any Flower that you have added to the database. First click "Edit Flowers" at the bottom of the Flower Selections page.

1. Click on the drop down box and select the product to edit. Then click the Search button.
2. The **Product Code** field cannot be edited.
3. All other fields can be edited.
4. After all editing is finished click the **Save Flower** button.
5. To delete the flower click the **Delete Flower** button.

Note: Do not use an image that is on a 3 1/2 floppy. Copy the image to the C: drive of the computer first.

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Bronze Markers**Memorial Marker Product Prices**

Select which type of marker to show in the Selection Room. If both are desired then select both. If you do not wish to show either type of marker, leave the circles empty.

☒ Bronze Markers ☐ Granite Markers **5**

| Type | Size | Design/Border | Wholesale Price | Retail | Price w/vase | Retail w/vase |
|-----------|---------|--------------------|-----------------|------------|--------------|---------------|
| Companion | 44"x14" | Bevel | \$541.00 | \$1,082.00 | \$614.00 | \$1,228.00 |
| Companion | 44"x14" | Dogwood / Bark | \$541.00 | \$1,082.00 | \$614.00 | \$1,228.00 |
| Companion | 44"x14" | Whispering Pine | \$541.00 | \$1,082.00 | \$614.00 | \$1,228.00 |
| Companion | 44"x14" | Traditional | \$541.00 | \$1,082.00 | \$614.00 | \$1,228.00 |
| Companion | 44"x14" | Rose Garden / Bark | \$541.00 | \$1,082.00 | \$614.00 | \$1,228.00 |
| Companion | 36"x13" | Bevel | \$446.00 | \$892.00 | \$519.00 | \$1,038.00 |
| Companion | 36"x13" | Rock Edge | \$446.00 | \$892.00 | \$519.00 | \$1,038.00 |
| Single | 24"x14" | Bevel | \$274.00 | \$548.00 | \$347.00 | \$694.00 |

Page number: [1] 2

4

Save Prices

Search

1. If you are not familiar with the product and would like to view it, click on the Type field. Once you have viewed the product, click on "Close" to return to the product selection screen.
2. To set retail pricing, click in the retail column and enter the price.
3. To set retail pricing w/vase, click in the retail w/vase column and enter the price.
4. When finished entering the Retail Prices Click on the Save Prices button, at the bottom of the screen or on the toolbar.
5. To display **Bronze Markers** in the Selection Room click the empty circle to the left of Bronze Markers so that the Aurora logo appears. This is also where you select to show **Granite Markers** as well.

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Granite Markers

This page allows you to select and set pricing for granite markers that you want to show in the Selection Room.

Selecting Granite Markers - Note: Inventory updates and online ordering does not apply to granite markers.

1. To select a product, click on the circle to the left of the product code so that the Aurora logo appears. All products marked with an Aurora logo will be shown in the selection room process.
- To deselect a product, click the Aurora logo located to the left of the appropriate product. An empty circle will replace it. If the Aurora logo is not present to the left of the description, this product will not be shown to a family.
2. If you are not familiar with the product and would like to view it, click on the Product Name. Once you have viewed the product, click on "Close" to return to the administrative area.
3. To Set Wholesale Pricing, click in the "Wholesale" box; enter the Wholesale Price of the vault.
4. To Set Retail Pricing, click in the "Retail" box; enter the Retail Price of the vault.
5. To display Granite Markers in the Selection Room click the empty circle to the left of Granite Markers so that the Aurora logo appears. This is also where you select to show Bronze Markers as well.

After completing the fields on each page, choose SAVE SELECTION on the navigation bar. EACH page must be saved individually. Do not leave the page until you have saved your changes.

After saving, a Data Saved Successfully message will appear. Select "OK" when the message appears. As long as the Data Saved Successfully box appears, your selections have been saved.

Granite Marker Selection

Select which type of marker to show in the Selection Room. If both are desired then select both. If you do not wish to show either type of marker, leave the circles empty.

☐ Bronze Markers ☒ Granite Markers

| | Product Code | Product Name | Wholesale Price | Retail | Markup | Margin |
|----------------------------------|--------------|------------------------|-----------------|----------|--------|----------|
| <input type="radio"/> | GM0100 | Deer Sketch on Granite | \$425.00 | \$650.00 | 2.00 | \$425.00 |
| <input checked="" type="radio"/> | GM0300 | Premium Granite | \$395.00 | \$790.00 | 2.00 | \$395.00 |
| <input checked="" type="radio"/> | GM0200 | Premier Granite Stone | \$325.00 | \$650.00 | 2.00 | \$325.00 |
| <input type="radio"/> | GM002 | Deer Stone | \$1.00 | \$500.00 | 500.00 | \$499.00 |
| <input checked="" type="radio"/> | GM0500 | Granite Marker | \$200.00 | \$400.00 | 2.00 | \$200.00 |
| <input checked="" type="radio"/> | GM001 | Stonehenge | \$1.00 | \$250.00 | 250.00 | \$249.00 |
| <input checked="" type="radio"/> | GM0400 | Basic Granite | \$125.00 | \$250.00 | 2.00 | \$125.00 |

1

2

3

4

Save Selection

Add Marker

Edit Marker

Search

6

7

6. Add Granite Markers button - click this button to Add Granite Markers to your software. For more detailed information see the next page.

7. Edit Granite Markers button - click this button to Edit Granite Markers in your current list. You will only be able to edit granite markers that you have previously entered. For more detailed information see the next page.

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Granite Markers

When adding granite markers the images must be no larger than 600 pixels in width and 400 pixels in height. If you are not sure how to change the size of the images and would like for Aurora to scan your images for you contact the Family Advisor Support Team at 1-800-457-1111 x 327.

Add Markers

All Fields Are Required

Product Code: 1

Product Name: 2

Wholesale: \$1.00 3

Retail: \$1.00 4

Description: 5

Image: Browse... 6

The image must be no larger than 600 pixels wide x 400 pixels height.
(Currently: None)

Markers

Search for Granite Marker

Product Code - Marker Name 1

All Fields Are Required

Product Code: GNA1300 2

Product Name: Premium Granite

Wholesale: \$355.00

Retail: \$790.00

Description: BEAUTIFULLY RECCORD SERVICE MARKER 3

Image: Browse... 4

The image must be no larger than 600 pixels wide x 400 pixels height.
(Currently: C:\FH Images\Granite\GNA1300.jpg)

4 5

Adding Granite Markers

Add Granite Markers will allow as many granite additions that you may wish to offer families. First, click the "Add Markers" button at the bottom of the Granite Marker Selections page.

1. Enter the **Product Code** (This must be unique).
2. Enter the **Product Name** of the granite marker.
3. Enter the **Wholesale** price of the granite marker.
4. Enter the **Retail** price of the granite marker.
5. Enter the **Description** of the granite marker.
6. Enter the **Image** by clicking on the Browse button and locating the granite marker image on the computer.

Note: Do not use an image that is on a 3 1/2 floppy. Copy the image to the C: drive of the computer first.

Editing Markers

Edit Granite Markers will allow you to edit any Granite Marker that you have added to the database. First click "Edit Marker" at the bottom of the Granite Marker Selections page.

1. Click on the drop down box and select the product to edit. Then click the Search button.
2. The **Product Code** field cannot be edited.
3. All other fields can be edited.
4. After all editing is finished click the **Save Marker** button.
5. To delete the marker click the **Delete Marker** button.

Note: Do not use an image that is on a 3 1/2 floppy. Copy the image to the C: drive of the computer first.

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Urn Vaults

Family Advisor contains images of urn vaults from various urn vault suppliers. This page allows you to select and set pricing for urn vaults that you want to show in the Selection Room.

Selecting Urn Vaults - Note: Inventory updates and online ordering does not apply to urn vaults.

1. To select a product, click on the circle to the left of the product code so that the Aurora logo appears. All products marked with an Aurora logo will be shown in the selection room process.
- To deselect a product, click the Aurora logo located to the left of the appropriate product. An empty circle will replace it. If the Aurora logo is not present to the left of the description, this product will not be shown to a family.
2. If you are not familiar with the product and would like to view it, click on the Product Name. Once you have viewed the product, click on "Close" to return to the administrative area.
3. To Set Pricing, click in the "Wholesale" box; enter the Wholesale Price of the urn vault.
4. Click in "Retail Price" box; enter the Retail Price and click outside of the box.

After completing the fields on each page, choose SAVE SELECTION on the navigation bar. EACH page must be saved individually. Do not leave the page until you have saved your changes.

After saving, a Data Saved Successfully message will appear. Select "OK" when the message appears. As long as the Data Saved Successfully box appears, your selections have been saved.

Urn Vaults Product Selection

| | Product Code | Product Name | Vault Type | Material Type | Wholesale Price | Retail | Markup | Margin |
|----------------------------------|--------------|--------------------------|-------------------|---------------|-----------------|--------|--------|--------|
| <input checked="" type="radio"/> | DPURN-C-97-M | Athenian | Doric | Concrete | \$1.00 | \$1.00 | 1.00 | \$0.00 |
| <input checked="" type="radio"/> | DPURN-C-97-K | Bronze - Gold & Black | Doric | Concrete | \$1.00 | \$1.00 | 1.00 | \$0.00 |
| <input checked="" type="radio"/> | DPURN-C-97-L | Lydian - Bronze & Black | Doric | Concrete | \$1.00 | \$1.00 | 1.00 | \$0.00 |
| <input checked="" type="radio"/> | DPURN-C-97-O | Patrician | Doric | Concrete | \$1.00 | \$1.00 | 1.00 | \$0.00 |
| <input checked="" type="radio"/> | DPURN-C-97-N | Patrician - Gold & White | Doric | Concrete | \$1.00 | \$1.00 | 1.00 | \$0.00 |
| <input checked="" type="radio"/> | DPURN-C-97-P | Phoenix - Silver & Blue | Doric | Concrete | \$1.00 | \$1.00 | 1.00 | \$0.00 |
| <input checked="" type="radio"/> | DPURN-C-97-Q | Terra - Silver & Blue | Doric | Concrete | \$1.00 | \$1.00 | 1.00 | \$0.00 |
| <input checked="" type="radio"/> | SVG800 | SVG800 | Meierjohan Wenger | Polystyrene | \$1.00 | \$1.00 | 1.00 | \$0.00 |
| <input checked="" type="radio"/> | SVG801 | SVG801 | Meierjohan Wenger | Polystyrene | \$1.00 | \$1.00 | 1.00 | \$0.00 |
| <input checked="" type="radio"/> | SVG803 | SVG803 | Meierjohan Wenger | Polystyrene | \$1.00 | \$1.00 | 1.00 | \$0.00 |
| <input checked="" type="radio"/> | SVG804 | SVG804 | Meierjohan Wenger | Polystyrene | \$1.00 | \$1.00 | 1.00 | \$0.00 |
| <input checked="" type="radio"/> | TGUV0210 | Hammer - black | Triged | concrete | \$1.00 | \$1.00 | 1.00 | \$0.00 |

5 6 7 4

Save Selection Add Urn Vaults Edit Urn Vaults Recommend Vaults Search

5. **Add Urn Vaults** button - click this button to Add Urn Vaults to your current list. Normally these would be your local urn vaults. For more detailed information see the next page.
6. **Edit Urn Vaults** button - click this button to Edit Urn Vaults in your current list. The only urn vaults you can edit are those that you have added. For more detailed information see the next page.
7. **Recommend Vaults** button - click this button to recommend urn vaults for certain urns. You will only be able to recommend urn vaults that are included in the system. For more detailed information see the next page.

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Flowers

Add Urn Vaults

All Fields Are Required

Product Code: 1

Manufacturer: 2

Product Name: 3

Material: 4

Dimensions: 5

Wholesale: \$1.00 6

Retail: \$1.00 7

Description: 8

Image: 9

The image must be at least 100 pixels wide x 100 pixels high (Currently None) 10

Edit Urn Vaults

Search for Urn Vault

Product Code - Product Name 1

All Fields Are Required

Product Code: UV21225 2

Manufacturer: Special Manufacturer

Product Name: Special Urn Vault

Material: Ceramic

Dimensions: 12 x 12 x 12

Wholesale: \$1.00

Retail: \$1.00

Description: 3

Image: C:\www\www\www\www.jpg

The image must be at least 100 pixels wide x 100 pixels high (Currently None)

Urn Vault Recommendations

To view an image and description of a selected vault, double click on the empty table area around that selection.

| Casket Material Type | Recommended Vault #1 | Recommended Vault #2 | Recommended Vault #3 |
|----------------------|--|---|--|
| Cast Bronze | <input type="text"/> Clock <input type="text"/> Copper 12 G | <input type="text"/> Dome <input type="text"/> Executive - F | <input type="text"/> Tinged <input type="text"/> Millennium |

Urn Vault Recommendation

1. You can recommend a vault for each type of Urn Material (1).
2. Select the Urn Vault Manufacturer (2) by clicking on the drop down box.
3. Select the Urn Vault (3) by clicking inside the drop down box.
4. To view a picture of the current recommended urn vault, double click on the empty table area around that selection (4).

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Urn Vault Additions

Add Urn Vaults will allow as many urn vault additions that you may wish to offer families. First, click the "Add Urn Vaults" button at the bottom of the Urn Vaults Product Selection page.

1. Enter the Product Code (This must be unique).
2. Enter the Manufacturer of the burial urn vault.
3. Enter the Product Name of the burial urn vault.
4. Enter the Material of the burial urn vault.
5. Enter the Dimensions of the burial urn vault.
6. Enter the Wholesale price of the burial urn vault.
7. Enter the Retail price of the burial urn vault.
8. Enter the Description of the burial urn vault.
9. Enter the Image by clicking on the Browse button and locating the urn vault image on the computer.
10. This displays the Current Image Location.

Note: Do not use an image that is on a 3 1/2 floppy. Copy the image to the C: drive of the computer first.

Urn Vault Editing

Edit Urn Vaults will allow you to edit any urn vault that you have added to the database. First click "Edit Urn Vaults" at the bottom of the Urn Vaults Product Selection page.

1. Click on the drop down box (1) and select the product to edit. Then click the Search button.
2. The Product Code (2) field cannot be edited.
3. All other fields can be edited (3).
4. After all editing is finished click the Save Urn Vault button (4).
5. To delete the urn vault click the Delete Urn Vault button (5).

Note: Do not use an image that is on a 3 1/2 floppy. Copy the image to the C: drive of the computer first.

Embroidered Panels**Insert Panel Product Prices**

Aurora Insert Panel Delivery: Panel orders must be received no later than 2:00 for next-day delivery Monday thru Friday. Saturday and Sunday next-day delivery may not be available in all areas. Not all carriers guarantee next-day delivery to all cities. Please call Customer Service to guarantee delivery times, 1-800-457-1111.

| Code | Design | Full Couch Wholesale | Full Couch Retail | Half Couch Wholesale | Half Couch Retail |
|------|-----------------------|----------------------|-------------------|----------------------|-------------------|
| 444 | Deer with Mountains | \$100.00 | \$200.00 | \$75.00 | \$150.00 |
| 488 | Angel | \$100.00 | \$200.00 | \$75.00 | \$150.00 |
| 630 | Rambling Rose | \$65.00 | \$130.00 | \$40.00 | \$80.00 |
| 632 | Praying Hands | \$65.00 | \$130.00 | \$40.00 | \$80.00 |
| 633 | Last Supper | \$65.00 | \$130.00 | \$40.00 | \$80.00 |
| 635 | Going Home | \$65.00 | \$130.00 | \$40.00 | \$80.00 |
| 636 | Flag | \$65.00 | \$130.00 | \$40.00 | \$80.00 |
| 637 | Birch Tree | \$65.00 | \$130.00 | \$40.00 | \$80.00 |
| 639 | In God's Care | \$65.00 | \$130.00 | \$40.00 | \$80.00 |
| 641 | Wind Beneath My Wings | \$100.00 | \$200.00 | \$75.00 | \$150.00 |
| 653 | Masquerade | \$100.00 | \$200.00 | \$75.00 | \$150.00 |
| 678 | Homecoming | \$100.00 | \$200.00 | \$75.00 | \$150.00 |

Page number: [1] 2

4

Save Prices

Search

This page allows you enter the prices for full and half couch panels.

1. To view a picture of the **Bronze Marker** click on either the **Code** or the **Design** name. To return to the pricing page click the **Close** button at the bottom.
2. To change the **Price** click inside the **Full Couch Retail** field and enter your retail price.
3. To change the **Price** click inside the **Half Couch Retail** field and enter your retail price.
4. Click **Save Prices** at the bottom of the page, before clicking on page 2.

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Beryl Martin**Fig. P1****Beryl Martin Selections**

Click on the empty circle next to Beryl Martin, if you want to display Beryl Martin in the Selection Room.

5 ● Beryl Martin

| Item Name | Wholesale Price | Retail | Markup | Margin |
|----------------------|-----------------|------------|--------|------------|
| Prism A | \$1800.00 | \$1,000.00 | 2.00 | \$350.00 |
| Prism B | \$1875.00 | \$950.00 | 1.25 | \$78.00 |
| Standard A | \$1295.00 | \$940.00 | 1.25 | \$72.00 |
| Standard B | \$1295.00 | \$830.00 | 1.25 | \$51.00 |
| Paper B | \$1094.00 | \$752.00 | 1.25 | \$43.00 |
| Paper A | \$1175.00 | \$733.00 | 1.25 | \$36.00 |
| Prismboard Panel | \$735.00 | \$5,000.00 | 22.67 | \$4,905.00 |
| Thank You Card | \$131.00 | \$1,000.00 | 7.63 | \$869.00 |
| Double-Sided Tribute | \$1730.00 | \$1,000.00 | 2.35 | \$880.00 |
| Tri-Fold Tribute | \$270.00 | \$170.00 | 1.25 | \$25.00 |
| Tri-Fold Tribute | \$185.00 | \$130.00 | 1.25 | \$31.00 |
| Trayer Card | \$332.00 | \$73.00 | 1.25 | \$12.00 |

1

2

3

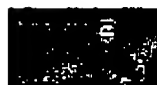
4

No Selection

Close

Fig. P2**Beryl Martin**

To view more images click on a category name below.

**A Man****A Woman****Seasons**

Close

Fig. P3**Beryl Martin**

Prism A

**A Man****A Woman****Seasons****A Man****A Man****A Woman****Seasons**

Close

Fig. P4**Fields Of Life**

Close

Beryl Martin Pricing - Fig. P1

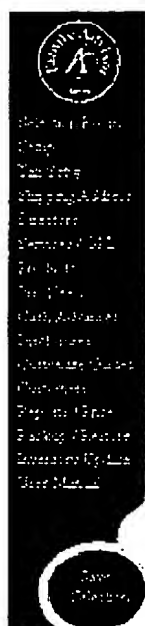
1. To view the Beryl Martin products click on the Item Name.
2. Enter the Wholesale Price if the default is different than your wholesale price.
3. Enter the Retail Price of the Beryl Martin item.
4. To save prices click Save Selection before leaving this page.
5. To display the Beryl Martin items in the Selection Room click the empty circle so that the Aurora logo appears.

Viewing Beryl Martin Items

After clicking on an Item Name to view the products there are three separate themes to choose from: A Man, A Woman, and Seasons.

1. Fig. P2 - **Theme Selection** select a theme to view or return to the Beryl Martin pricing by clicking the Close button.
2. Fig. P3 - **Item Selection** click the individual picture to view a close-up or click the Back button to return to the Theme Selection.
3. Fig. P4 - **Close-up** click the Back button to return to the Item Selection.

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Pre-Need Selection

Select which Pre-Need Insurance company information to show in the Selection Report. If you do not wish to show either information above, leave the circle empty.

©. நான். நான்.

Homesteads

1

Selecting a Pre-Need Company

To view the selection page click "Pre-Need" on the Administration tool bar. On this page you can choose which insurance company, if any, to show up in the selection room.

1. To choose one, click the empty circle next to the company name so that the Aurora logo appears. **You can only select one company at a time.**
2. After you select a company click the **Save Selection** button to save your choice to the database.

Fortis Family Information



WHAT IS PROVIDED:

Protein levels in plasma and erythrocytes were evaluated. A significant decrease in protein levels in erythrocytes was observed in the treated group.

Very truly yours,
 [Signature]

The following data were obtained from the analysis of the data for the first 100 cases of the study.

- [illegible]



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<http://www.sagepub.com/journalsPermissions.nav>

Feldman, J. M., & J. M. Feldman.

Homesteaders Information



Let's talk about **funerals**

It was about seven days before he returned, and when
he came back with some small fish, he told me
that he had been to the bottom of the lake
and had seen a lot of fish there.

4. What type of services do you want?
5. How much will you pay for the services?

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0893-3200/00/\$12.00 DOI: 10.1037/0893-3200.15.1.101



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Cash Advances

To access this section, click on the **Cash Advances** button on the toolbar. This section allows you to enter information on payments that are to be made during the arrangement process.

1. To **add** a cash advance item, click in the "Cash Advance" box and type in the name.
2. Click on the **Add Item** button to add the cash advance to the list box. When you have finished adding items, click on the **Save all Items** button (6).
3. To **delete** an item, highlight the desired item in the list box. Then click on the **Delete Item** button. When you have finished deleting items, click on the **Save all Items** button (6).
4. To **edit** cash advances, highlight desired item in the list box. Click on the **Edit Item** button. The cash advance will appear in the cash advance text box. Edit accordingly and save the item after necessary changes by clicking on the **Save all Items** button (6) or cancel the editing by clicking on the **Cancel Editing** button.
5. To order the way the Cash Advance items appear on the Summary Page in the Selection Room, highlight the item in the list box. Then click the up or down arrows to the left of the list box.

Before you leave the page, click on the **Save All Items** button on the toolbar.

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Disclosures

To access this area, click "Disclosures" on the toolbar. This area allows you to fill out your specific Disclosures and Disclaimer of Warranties information, as well as, the effective date. You are responsible for filling out this information, as State and/or Federal Law may require it.

| Disclosure Information | |
|------------------------|--|
| 1 | Effective Date on Price List (If left blank, Effective Date will be the current day. This date must be effective as of 3/21/2005) |
| 2 | Services Disclosure The goods and services shown below are those we can provide to our customers. You may choose only the items you desire. However, any funeral arrangements you select will include a charge for our basic services and overhead. It is not an other requirement that you must buy any items you |
| 3 | Casket Disclosure FTC Compliance: Funeral Home makes no representations or warranties regarding the caskets listed above. The only warranties, expressed or implied, granted in connection with caskets sold are the express written warranties. If any, extended by the manufacturers thereof. FTC Compliance |
| 4 | Casket Disclaimer of Warranties FTC Compliance: Funeral Home makes no representations or warranties regarding the caskets listed above. The only warranties, expressed or implied, granted in connection with caskets sold are the express written warranties. If any, extended by the manufacturers thereof. FTC Compliance |
| 5 | Urn/Keepsake Disclosure FTC Compliance: Funeral Home makes no representations or warranties regarding the urns/keepsakes listed above. The only warranties, expressed or implied, granted in connection with urns/keepsakes sold are the express written warranties. If any, extended by the manufacturers thereof. FTC Compliance |
| 6 | Urn/Keepsake Disclaimer of Warranties FTC Compliance: Funeral Home makes no representations or warranties regarding the urns/keepsakes listed above. The only warranties, expressed or implied, granted in connection with urns/keepsakes sold are the express written warranties. If any, extended by the manufacturers thereof. FTC Compliance |
| 7 | Marker Disclosure FTC Compliance: Funeral Home makes no representations or warranties regarding the markers listed above. The only warranties, expressed or implied, granted in connection with markers sold are the express written warranties. If any, extended by the manufacturers thereof. FTC Compliance |
| 8 | Marker Disclaimer of Warranties FTC Compliance: Funeral Home makes no representations or warranties regarding the markers listed above. The only warranties, expressed or implied, granted in connection with markers sold are the express written warranties. If any, extended by the manufacturers thereof. FTC Compliance |
| 9 | Outer Burial Container Disclosure To meet areas of the cemetery, state or local law does not require that you buy a container to surround the casket in the grave. However, many cemeteries require that you have such a container so that the grave will not sink in. Either a grave liner or a burial vault will satisfy these |
| 10 | Outer Burial Container Disclaimer of Warranties FTC Compliance: Funeral Home makes no representations or warranties regarding the outer burial containers listed above. The only warranties, expressed or implied, granted in connection with vaults sold are the express written warranties. If any, extended by the manufacturers |
| 11 | Urn Vault Disclosure FTC Compliance: Funeral Home makes no representations or warranties regarding the outer burial containers listed above. The only warranties, expressed or implied, granted in connection with vaults sold are the express written warranties. If any, extended by the manufacturers |
| 12 | Urn Vault Disclaimer of Warranties FTC Compliance: Funeral Home makes no representations or warranties regarding the outer burial containers listed above. The only warranties, expressed or implied, granted in connection with vaults sold are the express written warranties. If any, extended by the manufacturers |

1. If you desire the current day's date as your effective date for your reports, leave the "Effective Date" box blank. Otherwise, enter the date you wish to use.

2. The "Services Disclosure" will display at the top of the page on the GPL and when selecting Services in the Virtual Selection Room.

3. The "Casket Disclosure" will display at the top of the Casket Price List.

4. The "Casket Disclaimer of Warranties" will display at the bottom of the Casket Price List.

5. The "Urn/Keepsake Disclosure" will display at the top of the Urn/Keepsake Price List.

6. The "Urn/Keepsake Disclaimer of Warranties" will display at the bottom of the Urn/Keepsake Price List.

7. The "Marker Disclosure" will display at the top of the Marker Price List.

8. The "Marker Disclaimer of Warranties" will display at the bottom of the Marker Price List.

9. The "Outer Burial Container Disclosure" will display at the top of the Vault Price List.

10. The "Outer Burial Container Disclaimer of Warranties" will display at the bottom of the Vault Price List.

11. The "Urn Vault Disclosure" will display at the top of the Urn Vault Price List.

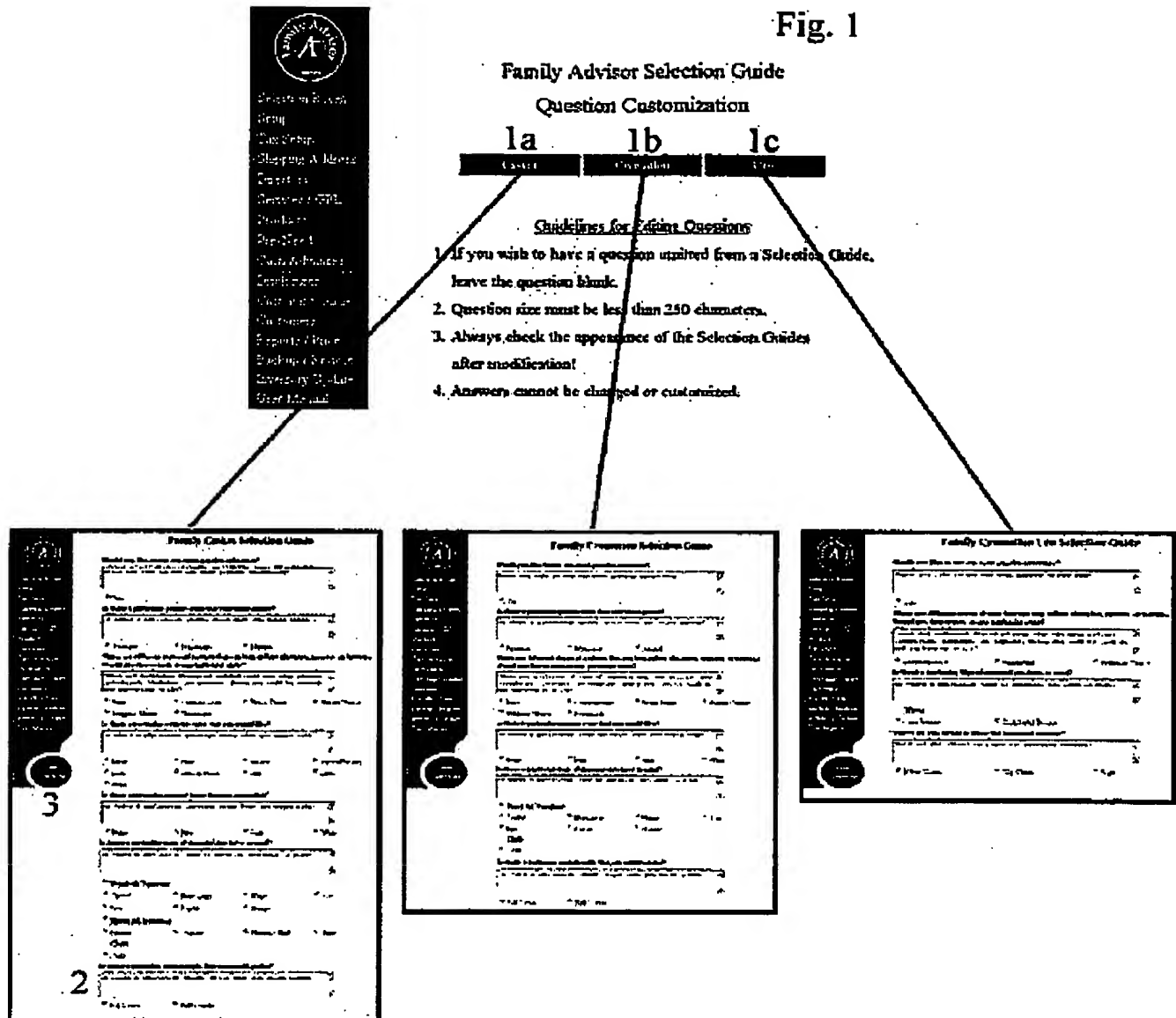
12. The "Urn Vault Disclaimer of Warranties" will display at the bottom of the Urn Vault Price List.

13. When finished with all editing click the **Save Disclosures** button on the toolbar to ensure that all Disclosures are saved.

If you do not wish to have a particular Disclosure or Disclaimer of Warranties, leave the text box blank.

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Customize Guides



To access this area, click on Customize Guides on the toolbar. This area allows you to customize the questions on the casket, cremation casket and urn selection guide(s). The questions can be customized/changed to any text up to 255 characters. The answers **cannot be changed**. For instance, the first question on the selection guide defaults to "Would you like to see our most popular selections?" This question can be changed to "Would you like to see our preferred selections?" Or if you kept your selection room, you could change that question to "Would you like to see the choices available in our selection room?" You can utilize these questions in any way that makes sense for your firm, as long as the question is appropriate with the answer.

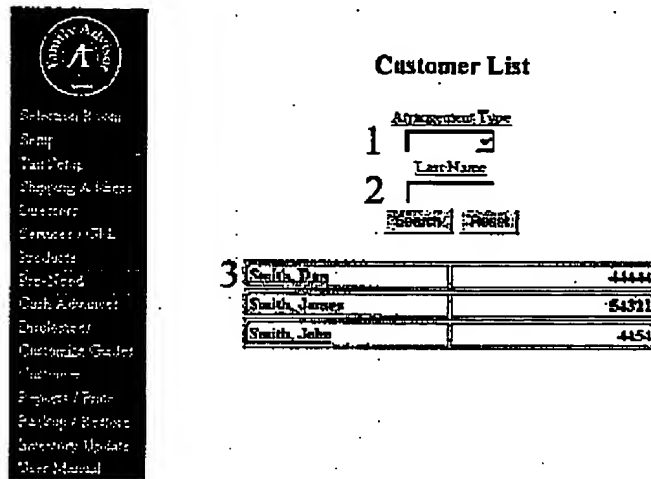
1. To change a question, click on the button to select the guide that you would like to edit (Fig. 1):
 - 1a. Family Casket Selection Guide
 - 1b. Family Cremation Casket Selection Guide
 - 1c. Family Cremation Urn Selection Guide
2. Click in the box and type the desired question.
3. When finished with all editing click the **Save Questions** button on the toolbar.

*Note: By clicking in the box and deleting the text, you can eliminate the question entirely. To save your changes, click on the **Save Questions** button on the toolbar.*

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Customers

To access this area, click on "Customers" on the toolbar. This page contains the database of customers that have made arrangements pre-need and at-need via Family Advisor. This can be very useful for referencing prior arrangements. For example, the Smith family would like to use the same funeral arrangements for Aunt Betty as they did for Uncle Bob. The funeral director has the option to view Uncle Bob's funeral arrangements (services and products) as a reference.



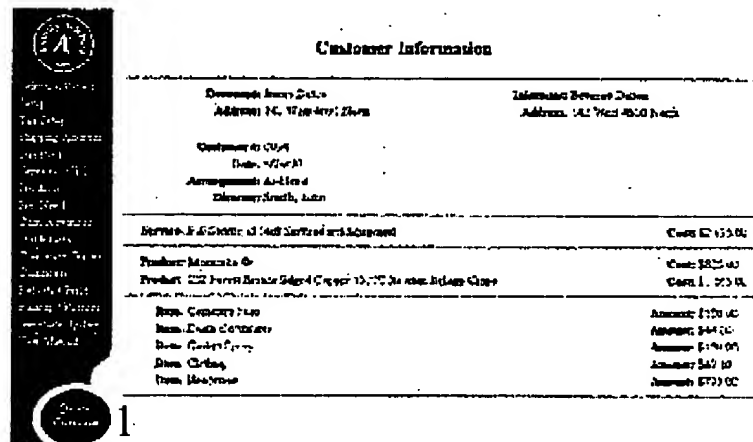
Customer List

Arrangement Type
1 2
Last Name
Search Reset

| | |
|--------------|-------|
| 3 Smith, Jim | 44444 |
| Smith, James | 54321 |
| Smith, John | 4454 |

To search for a customer record:

1. Click the down arrow to the right of the drop-down box to select from the list whether you want to search all, at-need or pre-need customers.
2. Once you've selected the search criteria, type the **last name** of the customer you are searching for in the text box specified below. If desired, you can leave this box **blank** to see a complete list of the search criteria you had previously selected (all, at-need or pre-need).
3. Click on the customer name to view the record.



Customer Information

Example Name: Smith, John
Address: 123 Main St, Dayton, OH 45401
City: Dayton, OH
State: OH
Zip: 45401
Phone: (937) 555-1234

| | |
|---------------------|------------|
| Services & Products | Cost |
| Funeral Home Fee | \$100.00 |
| Transportation Fee | \$50.00 |
| Product: Casket | \$1,200.00 |
| Product: Urn | \$200.00 |
| Product: Flowers | \$150.00 |
| Product: Food | \$75.00 |
| Product: Music | \$50.00 |
| Product: Other | \$100.00 |
| Product: Total | \$1,725.00 |

4. The customer record will show the services and products purchased and cash advances paid, as well as the date, account number, arrangement type and Director.
5. To search for another customer, click on the "Customers" button on the toolbar to the left and repeat the process.
6. To delete the record, click DELETE CUSTOMER on the toolbar.

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Reports/Price Lists

To access this area, click Reports / Price Lists on the toolbar. This area will provide you with comprehensive reporting on products/services sold, number of arrangements on file and mailing lists of informants.

**Your Funeral Home****Director Reports**

- | | | |
|----|-----------------------------|--|
| 1 | Services Price List | Provides a list of all services that you currently sell |
| 2 | Casket Price List | Provides a list of all caskets that you currently sell |
| 3 | Urn Price List | Provides a list of all urns and keepsakes that you currently sell |
| 4 | Urn Vault Price List | Provides a list of all urn vaults that you currently sell |
| 5 | Vault Price List | Provides a list of all vaults that you currently sell |
| 6 | Flower Price List | Provides a list of all flowers that you currently sell |
| 7 | Marker Price List | Provides a list of all markers that you currently sell |
| 8 | Product Review | Provides a list of caskets and urns that you have sold |
| 9 | Product Detail | Provides a list of all products sold categorized by director |
| 10 | Service Report | Provides a list of services that you have sold |
| 11 | Service Detail | Provides a list of all services sold categorized by director |
| 12 | Arrangement Type | Provides a comparison of At-Need and the account type of Pre-Needs |
| 13 | Deceased Report | Provides a listing of deceased and the informant name and address |

Director's Reports

1. Services Price List / GPL
2. Casket Price List
3. Urn Price List
4. Urn Vault Price List
5. Vault Price List
6. Flower Price List
7. Marker Price List
8. Product Report
9. Product Detail
10. Service Report
11. Service Detail
12. Arrangement Type
13. Deceased Report

To generate the desired report, click on the appropriate button. A pop-up box will appear, which will allow you to enter a desired date or price range for the report. If you are interested in data for a certain period of time or in a certain price range, enter the information here and click on "Submit". If you want all data in the database, just click on "Submit," leaving the boxes blank.

Aurora Casket Virtual Selection Room - Mic...

Enter prices below to generate report for specific price ranges. Leave blank to view all records.

Example: 4500

Selected Caskets

Greater than or Equal to:

Less than or Equal to:

Aurora Casket Virtual Selection Room - Mic...

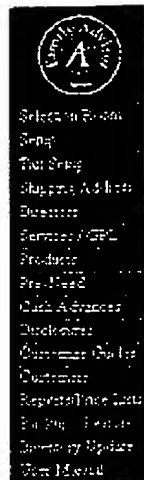
Enter dates below to generate report for specific time periods. Leave blank to view all records.

Example: 12/12/1999

Date From:

Date To:

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Backup/Restore**Family Advisor Backup & Restore****Guidelines for Backing Up the Family Advisor Database**

1. Insert the Family Advisor Backup Disk into drive A:
2. Click on the "Backup" button above.
3. Be sure to perform this backup procedure each time you make additions or changes to the Family Advisor System.

Guidelines for Restoring the Family Advisor Database

1. Insert the Family Advisor Backup Disk into drive A:
2. Click on the "Restore" button above.

To access this area, click on Backup / Restore on the toolbar. These tools allow you to Backup and Restore your Family Advisor Database with the use of a 3.5" floppy disk. Instructions are provided on the page.

When using the Backup and Restore tools, you will get a "Successful" message when your database was backed-up or restored properly. A "Duplicate" message will appear if the Backup or Restore was the same as the previous one that was completed (no information was changed). If this occurs, there is no error, but you should attempt the backup again, once you have made additions or changes. If you get a "Failed" message, there may be a problem with your floppy disk, or your files. If there is a problem beyond changing the floppy disk, please consult Aurora.

Backing up your database is recommended each time you make significant changes or additions to your Family Advisor System.

Restoring will erase any changed or added information since your last backup. If you are unsure of the proper use of the Restore tool, please consult Aurora.

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Important: Inventory Update

Prior to an at need conference, click on Inventory Update on the toolbar on the Family Advisor Home Page, the system will dial into Aurora's system and transmit the file to your system. This will update your system with those products currently available in the service center. This file is downloaded from the service center that serves you.

Note: If you are using a modem with dial-up networking, you should see the dial-up networking box and hear the system dial.

Biographical Information

This screen is necessary for entering biographical information. You have the choice to use an existing record or to enter a new name with an Account/ID Number.

The screenshot shows a web form titled "Biographical Information". On the left is a vertical toolbar with buttons: "Continue" (11) and "Summary" (12). The form has two search options at the top: "1 By Customer ID" with a "Search" button, and "2 By Customer Name" with a "Select Customer" dropdown and a "Search" button. Below these are fields for: "3 Date", "4 Account/ID Number", "5 Name (Last, First)" with a last name dropdown, "6 Address", "7 (City, State, Zip)" with dropdowns for city, state, and zip, "8 Pre-Planning" checkbox, and "9 Director" dropdown with "Jim Thomas" selected. A horizontal line separates the top section from the informant section. Below the line are fields for "10 Informant (Last, First, Name)" with a last name dropdown, "Informant Address", and "(City, State, Zip)" with dropdowns. A note at the bottom says "* Required Information".

To access the existing records

1. Search for a previously entered customer by entering a Customer ID.
 2. Search for a previously entered customer by clicking on the drop-down box and searching by Last Name.
- Once you have entered the number or selected a name, click on the "Search" button. If the record exists, the information that was previously entered will now be displayed in the text boxes. If the record does not exist, you will get an error message like the following:



After bringing up the record you can go directly to the summary by clicking on the **Summary** button (12) on the toolbar.

To enter a new name

3. Type in the date. **NOTE:** We recommend entering the contract date for pre-need arrangements. For at-need arrangements, type in the date of death, date of service or arrangement date but be consistent with your designations.
4. Type in the Account/ID #. This can be from the accounting package that you currently use or one from your own records.
5. Type the **First Name** and the **Last Name** for the deceased.
6. Type the address of the deceased, if unavailable leave blank.
7. Enter in the City, State, & Zipcode
8. Check the preplanning box if the person is making preplanning arrangements (Inventory will not be checked). If making at-need arrangements, leave this box blank. This will allow the system to check current inventory levels. If product is temporarily unavailable, the product will not be shown in the selection room.
9. Click on the down arrow to select the Director making the arrangement.
10. Type the informant name and address in the appropriate fields.
11. Once all the required biographical information is entered click the **Continue** button.

Introduction

Please select the full screen option on Internet Explorer. To select the full screen option, press the F11 key on the keyboard. To deselect full screen, press F11 again.

The selection room contains all of the arrangement information.

Virtual Selection Room Introduction

This screen gives a short introduction and overview of the Family Advisor system and the funeral arrangement process. Use this screen as an opportunity to inform the family of what will be accomplished during the arrangement process.

**The Virtual Selection Room**

There are several items that are covered in making arrangements. Our goal is to make the arrangement process as simple as possible, while still allowing you to select the type of service and items that best meet your needs.

The process will include collecting vital statistics. This will assist in writing the obituary for the newspaper. Also, the type of service, the clergy for the service, and the timeframe will be established. The final disposition will be discussed. In addition, you will view a selection of caskets, vaults, urns/cremation, and memorial services from which to choose.

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Selection Guide

The purpose of this screen is to discuss the family's options for services and allow them to choose those that meet their needs.

Family Services Selection Guide

A funeral can and should be as unique as the life that is being celebrated. Incorporating personal remembrances into a funeral service can help change feelings of loss to more positive experiences of preserving a memory. Would you like to visit our Personal Expressions Room?

☐ Yes 1

Have you determined the disposition?

☐ Burial ☐ Cremation 2

There are several types of services available to you. You can have a viewing, funeral ceremony, memorial service, graveside service or a combination of services. What type of service(s) are you interested in holding?

☒ Viewing 3 ☐ Funeral Ceremony 4

☐ Memorial Service 5 ☒ Graveside Service 6

7 Viewing Information

Date: _____ Time: _____

Location: _____ Clergy: _____

Private Viewing: _____

8 Graveside Service Information

Date: _____ Time: _____

Location: _____ Clergy: _____

Family Meeting: _____

1. Click on the circle next to Yes, to view an example of Aurora's Personal Expressions Room. See [Personal Expressions](#) below.
2. Determining the disposition, choose either **Burial** or **Cremation** by clicking the empty circle next to the appropriate choice. If neither is selected the system will default to Burial.
3. Click the empty circle next to Viewing to fill out the Viewing Information.
4. Click the empty circle next to Funeral Ceremony to fill out the Funeral Ceremony Information.
5. Click the empty circle next to Memorial Service to fill out the Memorial Service Information.
6. Click the empty circle next to Graveside Service to fill out the Graveside Service Information.
7. By clicking the empty circle next to Viewing you will see the information that can be completed. That information is: Date, Time, Location, Clergy, and Private Viewing.
8. By clicking the empty circle next to Graveside Service you will see the information that can be completed. That information is: Date, Time, Location, Clergy, and Family Meeting.
9. **Introduction** - clicking this button will take you back to the Introduction.
10. **Biographical Info** - clicking this button will display the Biographical Info to enter or select a customer.
11. **Disposition** - clicking this button will display an informational screen that explains disposition. See [Disposition](#) below.
12. **Cremation** - clicking this button will display an informational screen that explains cremation. See [Cremation](#) below.
13. **Services** - clicking this button will display an informational screen with videos describing the four types of services available. See [Service Video Information](#) below.
14. You have the option of showing pre-need information for Fortis Family or Homesteaders. To display the information you must select either Fortis or Homesteaders (See [Fortis and Homesteaders Information](#) below) in the Administration, then only when selecting pre-planning on the Biographical Screen will you be able to view the pre-planning information.
15. Click the **Continue** button after all selections are made.

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Selection Guide

Personal Expressions

Personal Expressions

Personalization gives the unique capability of keeping loved ones alive in our memory.
They can also help us celebrate the many memories of a life lived.



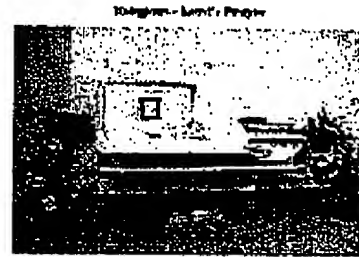
Service - The Viewers



Casket - The Family



Religion - Lord's Prayer



2



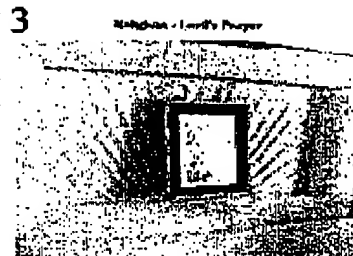
Funeral - The Quaker



Hobbies - The Golfer



Hobbies - Fishing



3

1. From the main screen of Personal Expressions click on an image for a full-view.
2. On the full view of the image, click on the head panel of the casket for a close-up of the panel.
3. On the close-up of the panel click the Back button to return to the full view of the image.

Disposition & Cremation Information

Disposition

There are two means of final disposition that accompany the funeral ceremony...burial and cremation.

There are two types of burials...inground burial and entombment. Following the service at the funeral home or church, family and friends proceed to a cemetery for a brief ceremony followed by an inground burial. Families can also choose between a mausoleum and an above ground crypt when available.

Cremation may take place before or after the funeral. Many families prefer the cremation to take place after the funeral, so the body may be present for viewing during the service and present after the funeral ceremony. When the cremation occurs prior to the service, the cremated remains can be present at the ceremony in a cremation urn. The cremation urn containing the remains may be buried, placed in a niche or kept in the home. The remains may also be scattered. If a family chooses to scatter the remains, it is suggested that a small portion of the cremated remains be held in a keepsake urn to serve as a permanent memorial to the deceased.

Close

Cremation



Cremation is an alternative to the traditional burial. When selecting cremation as the preferred form of disposition, the family should take into consideration the types of services available. A public or private viewing, funeral ceremony, and/or memorial service are available for transition families. Once the services are determined, the family can choose the casket and urn suitable for deceased.

Cremation may take place before or after the funeral. Many families prefer the cremation to take place after the funeral, so the body may be present for viewing during the service and present for the funeral ceremony. When the cremation occurs prior to the service, the cremated remains can be present at the ceremony in a cremation urn.

The cremation urn containing the remains may be buried, placed in a niche, or kept in the home. They may also be scattered. If a family chooses to scatter the remains, it is suggested that a small portion of the cremated remains be held in a keepsake urn to serve as a permanent memorial to the deceased.



Close

Click the Close button at the bottom of the Disposition and Cremation information screens to return to the Family Services Selection Guide.

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Selection Guide

Service Video Information

Services

Viewing:
Funeral Ceremony
Memorial Service
Graveside Service

For some families, the viewing is a step in the emotional recovery process. The gathering, whether private or public, of family or friends surrounds you with the support and understanding you need. While the viewing is not necessary for all families, it can assist in the healing process.



▶ ◻
Susan Hoover, MSW, LSW
Chief and Bereavement Specialist
Carter Family Care
Cincinnati, OH

Close

Click on this button ▶ to play the video, click on this button ◻ to pause the video, or click the Close button to return to the Family Services Selection Guide.

Fortis Family & Homesteaders Information



WHAT IS PREPARED?

Fortis Funeral Home is a full-service funeral home. A funeral service is a ceremony that honors the life of a person who has died. It is a time for family and friends to gather and share memories. Fortis Funeral Home provides a wide range of services to meet the needs of our clients.



- Pre-arranged funeral services
 - Complete funeral services including casket, flowers, and transportation
 - Pre-arranged funeral services including casket, flowers, and transportation
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Let's talk about funerals.

Let's talk about funerals. A funeral is a ceremony that honors the life of a person who has died. It is a time for family and friends to gather and share memories. Fortis Funeral Home provides a wide range of services to meet the needs of our clients.

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Close

Click the Close button at the bottom of the Fortis and Homesteaders information screens to return to the Family Services Selection Guide.

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[Next - Cremation](#)

Burial

After selecting **Burial** on the Family Services Selection Guide you will be redirected to one of the Services screens. The services are broken into **Packages, Services, Facilities/Transportation and Merchandise** and will fall respectively in that order. These screens make up your **General Price List**. To access these screens click the **Save & Continue** button on the toolbar. To go directly to a particular screen, select the desired service on the toolbar.



Funeral Home

Prepaid Funeral
 Prepaid Burial
 Prepaid Packages
 Prepaid Services
 Prepaid Products
 Prepaid Merchandise
 Prepaid Transportation
 Prepaid Lodging
 Prepaid Food
 Prepaid Entertainment
 Prepaid Miscellaneous
 Prepaid Other

Package Selections

The following information is provided for your reference only. It is not intended to be a contract. It is subject to change without notice. It is not intended to be a contract. It is subject to change without notice. It is not intended to be a contract. It is subject to change without notice.

| Items | Price | Total Price |
|---|-----------------------|-------------------|
| <input checked="" type="checkbox"/> Traditional Funeral Service A | \$1,000.00 | \$1,000.00 |
| <input type="checkbox"/> Traditional Graveside Service B | \$2,370.00 | \$2,370.00 |
| 1 3 | | |
| | PACKAGE TOTAL: | \$3,370.00 |
| | GRAND TOTAL: | \$3,150.00 |
| | TOTAL TAX: | \$150.00 |

Signature
 Date

1. To select the desired package/services/facility/merchandise, click on the circle to the left of the item. Once your choice has been highlighted and the Aurora logo appears, the system automatically calculates the total price of the selected items. The "TOTAL", located at the bottom of the list, will automatically recalculate pricing and tax after each product selection. To deselect a service, click on the Aurora logo. The highlighted line will disappear. The total will be adjusted accordingly.
2. You can also adjust the Total Price. This is available if the family chooses more than one of an item i.e., two limos, two prayer card packages. Changes to Total Price must be made **after** selecting the item. The total and tax will adjust after tabbing off of the price field.
3. If you entered detailed service descriptions during setup, clicking on the name of the service will access this information. After clicking on the name a screen will appear similar to the one below.

2. You can also adjust the Total Price. This is available if the family chooses more than one of an item i.e., two limos, two prayer card packages. Changes to Total Price must be made **after** selecting the item. The total and tax will adjust after tabbing off of the price field.

3. If you entered detailed service descriptions during setup, clicking on the name of the service will access this information. After clicking on the name a screen will appear similar to the one below.

| Traditional Funeral Service A | Basic Services of Funeral Director and Staff |
|--|---|
| <p>Our charge includes funeral services, necessary arrangements, selecting casket, visitation, viewing, casket and a hearse (with driver) and other family and claims, transportation of casket, cremation, and coordination of service plans with parties involved in the funeral of the deceased. The fee is \$2,000.00 (includes and excludes all).</p> | <p>Our charge includes consultation with the family or responsible party, staff, and facilities to respond to final requests for service; coordinating service plans with cemetery, crematory and/or other parties involved in the final disposition of the deceased; securing official documents and necessary registrations and shipping of the deceased. This fee for our basic services and overhead will be added to the total cost of the funeral arrangements you select. (This fee is already included in our charges for direct cremations, immediate burials, and forwarding or receiving remains.)</p> |

4. In the administration you have the ability to "Build a package" by selecting individual services that comprise the package. If you built those services into the package they will display under Services Include. This lists those service in the package, each of these service can be clicked on to view the description.
5. The description on the screen will change to the item that was clicked on. Click the **Back** button to return to the Package description.

5. The description on the screen will change to the item that was clicked on. Click the **Back** button to return to the Package description.

When the family has picked the desired services on each service screen, click the **Save & Continue button.**

Note: Services, Facilities/Transportation, and Merchandise will not have a Services Include list, it is only for Packages.

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Guide - Burial

The Family Casket Selection Guide enables a family to view your most popular casket selections or to select a casket based on interests, hobbies, and preferences. This method of selecting a casket allows the family to select a casket in familiar terms. In addition, it gives them the perception that they are "personalizing" the casket.

Note: If you do not answer any of the questions, all of the products that you have selected as part of your "virtual inventory" will be shown. This can be overwhelming to a family. Consumer research has shown that families prefer to choose from no more than 10 caskets. To allow the family to personalize the casket selection, answer one or more of the questions in the selection guide. You may choose multiple selections for each question. However, by answering all questions in the Selection Guide, you run the risk of not having any selections appear. Each question that is answered narrows the selection. Answer only those questions important to the family.

Family Casket Selection Guide

Would you like to see our most popular selections? ☒ Yes

Is there a particular gender style that you would prefer?

☐ Female ☐ Male ☐ Neutral

There are different styles of caskets that can help reflect lifestyles, interest, or hobbies. Would you like to look at any particular style?

☐ Basic ☐ Contemporary ☐ Floral Theme ☐ Nursing Home

☐ Outdoor ☐ Religious Theme ☐ Traditional ☐ Veterans Theme

Is there a particular exterior color that you would like?

☐ beige ☐ black ☐ blue ☐ brown

☐ copper/brass ☐ gold ☐ green ☐ natural wood

☐ pink ☐ red ☐ silver ☐ white

Is there a particular interior color that you would like?

☐ Beige ☐ Blue ☐ Grey ☐ Pink

Is there a particular type of material you have in mind?

☐ Wood - All Varieties

☐ Ash ☐ Birch ☐ Cherry ☐ Elm

☐ Mahogany ☐ Maple ☐ Oak ☐ Pine

☐ Poplar ☐ Yew ☐ Walnut

☐ Metal - All Varieties

☐ Bronze ☐ Copper ☐ Stainless Steel ☐ Steel

☐ Cloth

Is there a particular casket style that you would prefer?

☐ Full Couch ☐ Half Couch

All questions on this casket guide are those available for your use, you can customize which ones appear in the Administration.

- 1. Popular Selection** - these products are ones that you designate in the Administration as **Popular**. For all other questions, click on the circle located to the left of each option. The Aurora logo will appear to indicate your selection.
- 2. Casket Information** - this screen gives you the opportunity to educate the family on casket material options. The family can learn about each type of metal or specie of wood available. This area also includes video clips on the manufacturing process to demonstrate the value of the product. See [Casket Information](#) below.
- 3. Theme Room** - click to view an example of Aurora's Personal Expressions Room. See [Personal Expressions](#) below.
- 4. Other** - these products are ones that you designate in the Administration as **Other** selections. They will display with the normal line of caskets. To view those caskets you marked as **Other**, click on the **Other** button and you will be redirected to the Casket Selection.
- 5. Feature** - these products are ones that you designate in the Administration as **Feature** selections. They will **not** display with the normal line of caskets, the only way to view these is by clicking on the **Feature** button.

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Guide - Burial**Casket Information**

Note: Consumer research indicates that the information below is helpful in making pre-need arrangements. It serves as a good discussion area to inform the family of their options.

Casket Information

There are important differences between caskets that should be noted prior to making your selection. The two distinct groups of caskets are Metal and Hardwood.

There are four types of metal caskets: Solid Bronze, Solid Copper, Stainless Steel, and Carbon Steel. They range in durability as well as price, with Bronze and Copper being the most durable, and therefore the most expensive. The type of metal, the casket shell design, and the interior fabric determine the price.



Material Durability

6



Hardwood caskets consist of many different types of wood. The price is determined by the specific type of wood, the casket shell design, and the fabric used to make the interior.

The interior fabrics, of metal and wood caskets, are available in velvet, velour, crepe and satin. Through head panels and hardware, some caskets reflect a theme such as nature, floral, and religious.

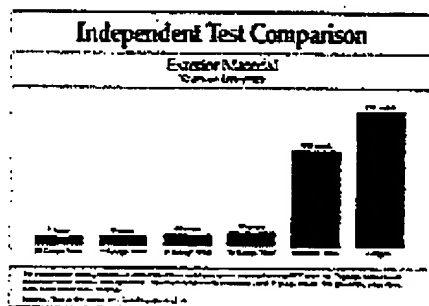
Metal Casket Information

7

Wood Casket Information

Close

6. To view information on material durability, click on the Material Durability button. This will show a comparison of the Years of Integrity for each material type (6a) below.
7. To learn more about a specific type of material, click on the "Metal Casket Information" or "Wood Casket Information" button. By choosing either of these options, you will enter an area that supplies more information about the chosen type of casket. In addition, there is a sample of each material category. To view the sample image, click on the button next to the desired material type. To view the video clip, click on the button next to the video description. The video clip will appear in the view box.



6a

Material Caskets

Bronze, a time-honored material and symbol of strength and integrity, is the most durable and longest-lasting of any casket material.

Copper is another highly durable material, known for its resistance to corrosion. It is a popular choice for caskets due to its timeless beauty and long-lasting quality.

Stainless Steel is a modern material that offers excellent durability and resistance to rust. It is a practical choice for those seeking a long-lasting casket.

Carbon Steel is a more affordable option, though it is less durable than the other materials listed. It is often used for caskets that are intended for temporary use.

Material Caskets

Let us assist you in selecting the right material for your casket. Click on the button next to the material you are interested in.

Material Caskets

Click on the button next to the material you are interested in.

Material Caskets

Click on the button next to the material you are interested in.

Material Caskets

Click on the button next to the material you are interested in.

8

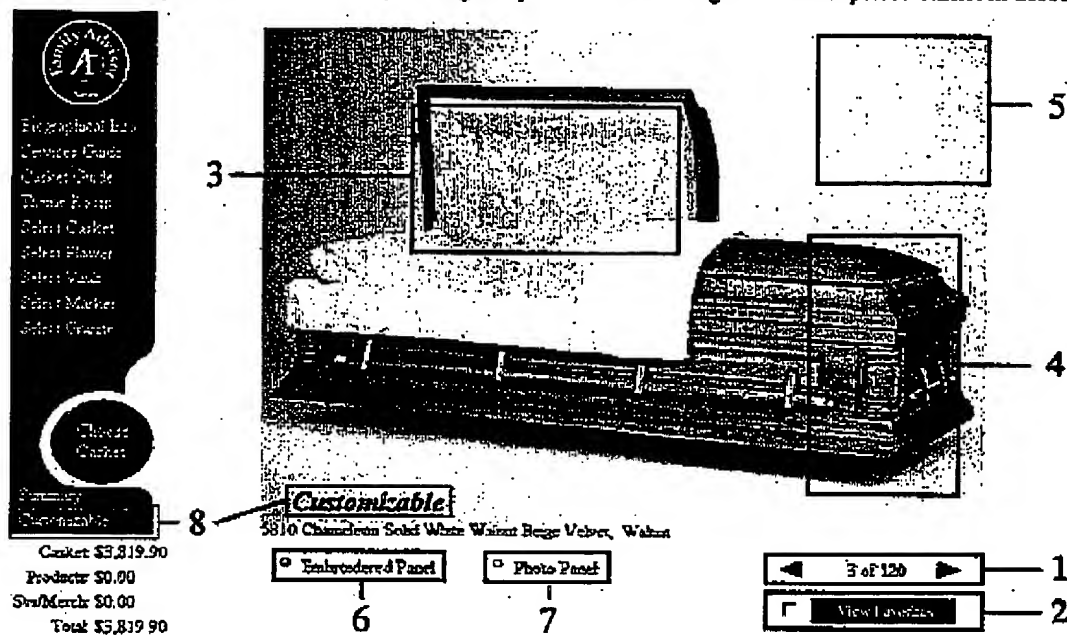
9

8. Click on the button to the left of the name for information and an image of a particular type of casket.
9. Click on the button to the left of the name for a video displaying the casket making processes.

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Select Casket - Burial

The casket selection screen allows you to view the available caskets, based on the choices in the selection guide, in order of highest to lowest price. This allows you to show the family the highest priced casket through the lowest priced casket in descending order.



1. **Toggle Arrows** - to toggle forward through the available caskets click the arrow on the right. To toggle back click the arrow on the left, you can toggle back and forth as often as you desire.
2. **View Favorites** - if the family is attempting to narrow down their selection of caskets to their favorites, you can click on the box to the left of the **View Favorites** button. You can select as many favorites as the family desires. After toggling through all of the selections and selecting the favorites, click on the **View Favorites** button.. Only those that were marked as favorites will appear. If the family wants to view all selections again, click on that same button that now says **View All**. The favorites will be sorted to the front and all other selections will follow. When the family selects the desired casket, make sure the picture of the desired casket is displayed on the screen and select.
3. **Interior Closeup** - to view a closeup of the casket interior, click in the outlined area as shown.
4. **Hardware Closeup** - to view a closeup of the casket hardware, click in the outlined area as shown.
5. **Fullview** - to see the fullview of the casket, click in the outlined area as shown.

Insert Panels - to toggle through insert panels follow the instructions for toggling through caskets from above. **No insert panels are currently available for full-couch caskets or wood caskets.** To view a closeup of the insert panel *double-click* on the panel image. If the family wishes to purchase a panel, be sure that it is visible when purchasing the casket.

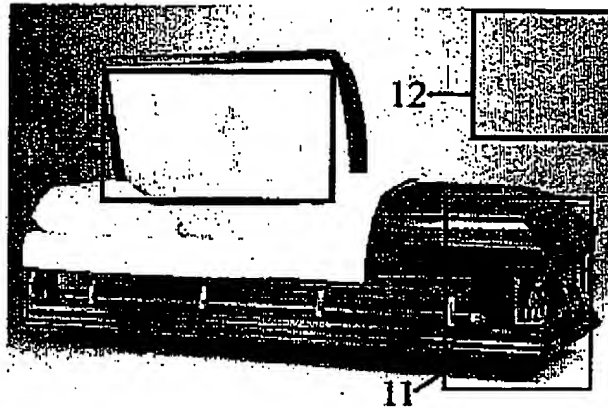
6. **Embroidered Panels** - to view insert panels click on the circle to the left of the name **Embroidered Panel**. These can be dragged into the head panel of the casket.

7. **Photo Panels** - to view insert panels click on the circle to the left of the name **Photo Panel**. These can be dragged into the head panel of the casket. To view the packages available for the photo panels you must click the circle next to **Photo Panel**, find the desired theme and then select the **Choose Casket** button on the toolbar.

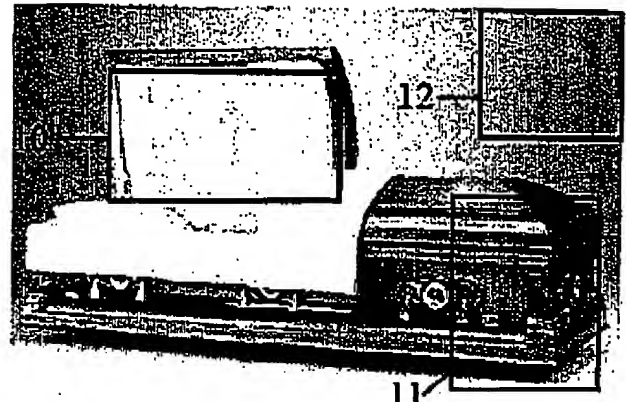
8. **Customizable** - certain caskets are considered "customizable" and these will be marked as *Customizable*. For example: the Chameleon has different interchangeable corners. To view these caskets click on the **Customizable** button on the toolbar. There are also a few selected caskets that are marked *Special Order*. This is a reminder for you that these caskets must be air shipped to your funeral home and extra charges may apply for freight. See Customizable Caskets below for more details.

When the family decides on a casket, click the **Choose Casket** button on the toolbar.

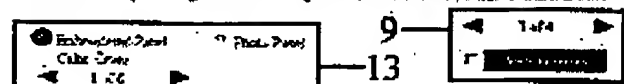
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Select Casket - Burial**Customizable Caskets**

3310 Champion Solid White Walnut Drape Velvet, Acqui Camera-Set of 4, Walnut



3412 Monarch Light Mahogany-Inlaid Solid Maple Veneer, Acqui Body Monarch, Oaklin Steel



9. **Toggle Arrows** - to toggle forward through the available medallions or corners click the arrow on the right. To toggle back click the arrow on the left, you can toggle back and forth as often as you desire.
10. **Interior Closeup** - to view a closeup of the casket interior, click in the outlined area as shown.
11. **Hardware Closeup** - to view a closeup of the casket hardware, click in the outlined area as shown.
12. **Fullview** - to see the fullview of the casket, click in the outlined area as shown.

Insert Panels - to toggle through insert panels follow the instructions for toggling through caskets from above. To view a closeup of the insert panel *double-click* on the panel image. If the family wishes to purchase a panel, be sure that it is visible when purchasing the casket.

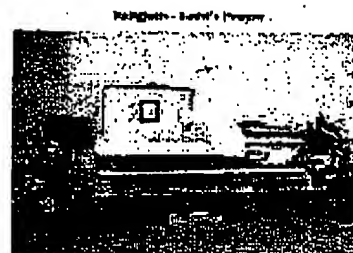
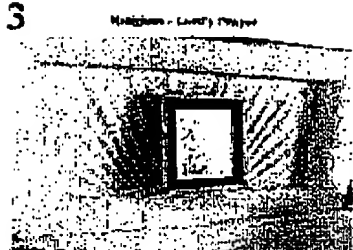
13. **Embroidered Panels** - to view insert panels click on the circle to the left of the name Embroidered Panel. These can be dragged into the head panel of the casket.

Photo Panels - to view insert panels click on the circle to the left of the name Photo Panel. These can be dragged into the head panel of the casket.

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Guide - Burial**Personal Expressions*****Personal Expressions***

*Personalization gives the unique capability of keeping loved ones alive in our memory.
They can also help us celebrate the many moments of a life lived.*

**Service - The Veteran****Career - The Fighter****Religion - Lord's Prayer****Friends - The Quaker****Hobbies - The Golfer****Hobbies - Fishing****2****3**

1. From the main screen of Personal Expressions click on an image for a full-view.
2. On the full view of the image, click on the head panel of the casket for a close-up of the panel.
3. On the close-up of the panel click the Back button to return to the full view of the image.

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Photo Panels

The photo panels consist of packages (6) and individual items (6). There are 21 themes - 7 masculine, 7 feminine, and 7 seasons. The theme is chosen on the casket selection screen. This screen displays the variety of options available to the family.



Fields Of Life - Premium A: Our Premier tribute package includes a Personalized Panel, 100 Tri-Fold Tributes featuring thirteen photos, and 100 Thank You Cards



1. **Toggle Keys** - to move through the available selections click the right arrow to move down through the list in descending price order. Click the left arrow to move back one item.
2. **View Favorites** - if the family is attempting to narrow down their selection of items to their favorites, you can click on the box to the left of the **View Favorites** button. You can select as many favorites as the family desires. After toggling through all of the selections and selecting the favorites, click on the **View Favorites** button. Only those that were marked as favorites will appear. If the family wants to view all selections again, click on that same button that now says **View All**. The favorites will be sorted to the front and all other selections will follow. When the family selects the desired item, make sure the picture of the desired item is displayed on the screen and select.
3. **Choose Item** - when the family has made their selection click the **Choose Item** button on the toolbar.

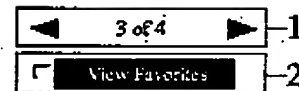
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Select Flowers

Flower: \$63.00
 Products: \$2,186.10
 Svs/Merch: \$0.00
 Total: \$2,249.10

Flower Selection

Dozen Roses : One dozen beautiful fresh cut red roses in a glass vase.

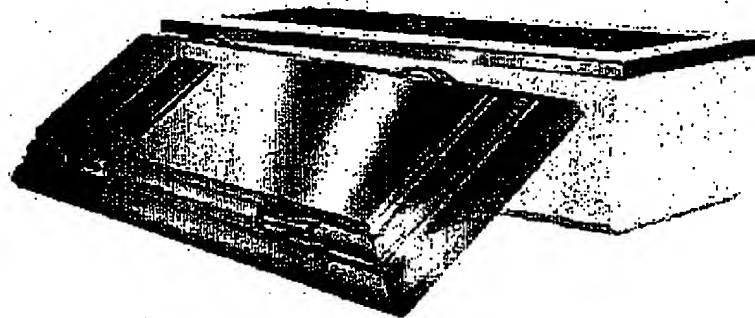
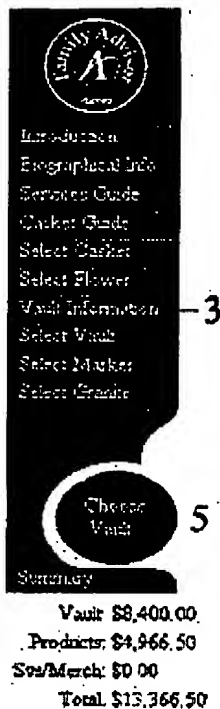


1. **Toggle Keys** - to move through the available selections click the right arrow to move down through the list in descending price order. Click the left arrow to move back one item.
2. **View Favorites** - if the family is attempting to narrow down their selection of items to their favorites, you can click on the box to the left of the **View Favorites** button. You can select as many favorites as the family desires. After toggling through all of the selections and selecting the favorites, click on the **View Favorites** button. Only those that were marked as favorites will appear. If the family wants to view all selections again, click on that same button that now says **View All**. The favorites will be sorted to the front and all other selections will follow. When the family selects the desired item, make sure the picture of the desired item is displayed on the screen and select.
3. **Choose Flower** - when the family has made their selection click the **Choose Flower** button on the toolbar.

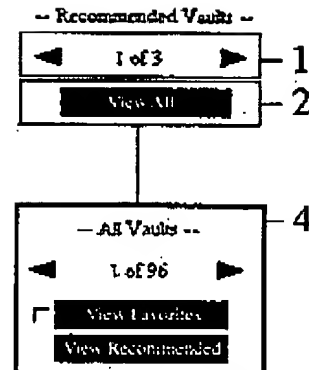
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Select Vaults

In the administration you have the ability to recommend up to 3 vaults per casket material type. When viewing vaults after a family chooses a casket the recommended vaults will display first, but at anytime the family wishes to view all vaults you can click on the **View All** button. If no vaults have been recommended for a particular casket material type then all vaults selected will display in descending price order.



Wilbert: Wilbert Bronze ®, Bronze
Triple-reinforced with bronze interior, and high-impact
Marble exterior and exterior.



1. **Toggle Keys** - to move through the available selections click the right arrow to move down through the list in descending price order. Click the left arrow to move back one item.

2. **View All** - If you have recommended vaults with specific casket materials, they will show up first on the Vault page. If the family doesn't want a recommended vault, click on the **View All** button to see all of the Vaults you have selected to sell

3. **Vault Information** - The Vault Information screen gives you the opportunity to educate the family on individual Vault Companies and their products. The family can learn about each Vault Company's available protection, as well as other details about Vaults. To view information regarding a particular Vault Company and their products, see [Vault Information](#) below.

4. After clicking the **View All** button the name above the toggle keys will change from *Recommended Vaults* to *All Vaults* and the **View All** button will change to **View Favorites**. If at anytime the family wishes to view the recommended vaults again, simply click the **View Recommended** button.

View Favorites - if the family is attempting to narrow down their selection of items to their favorites, you can click on the box to the left of the **View Favorites** button. You can select as many favorites as the family desires. After toggling through all of the selections and selecting the favorites, click on the **View Favorites** button. Only those that were marked as favorites will appear. If the family wants to view all selections again, click on that same button that now says **View All**. The favorites will be sorted to the front and all other selections will follow.

5. **Choose Vault** - when the family has made their selection click the **Choose Vault** button on the toolbar.

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Select Vaults

Vault Information

Burial Vault Information

Burial Vaults are used to protect the casket from the elements and stresses that are incurred through time. Because many cemeteries utilize heavy equipment in the maintenance of their grounds, they may require some sort of an outer burial container. Some states may also require the use of a burial container.

For more detailed information on the benefits of burial vaults click below.



In the administration you have the ability to select specific vault information to display. That consists of information from Clark, Doric, Wilbert, and Trigard. You can display any combination of the four or none. If none of the four are selected to display a general information screen about outer burial containers will display.

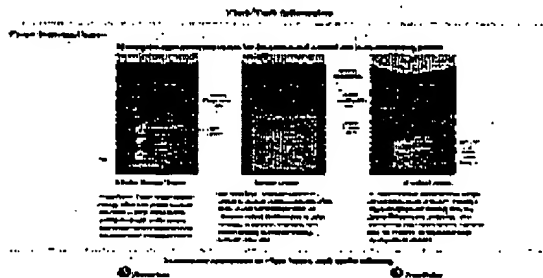
6. Clark - to view the outer burial container information click the Clark button.

7. Doric - to view the outer burial container information click the Doric button.

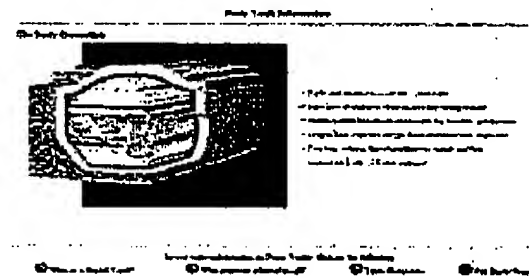
8. Wilbert - to view the outer burial container information click the Wilbert button.

9. Trigard - to view the outer burial container information click the Trigard button.

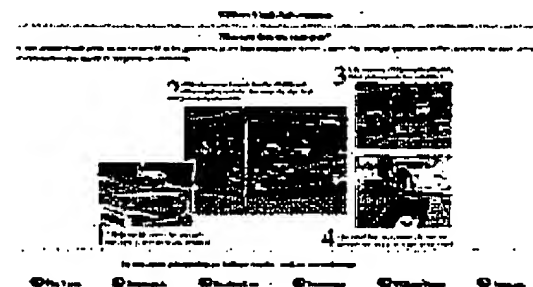
To exit any of the information screens click the Close button at the bottom of the screen. A sample of the information is below. Each image corresponds to the numbers above. For instance, 6a is an example of the Clark information.



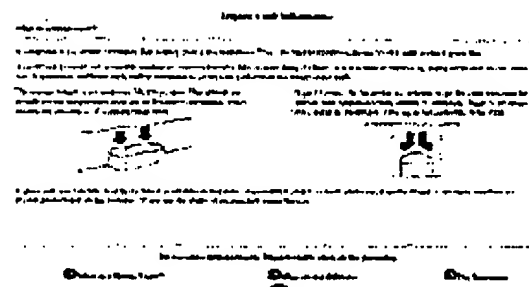
6a



7a



8a



9a

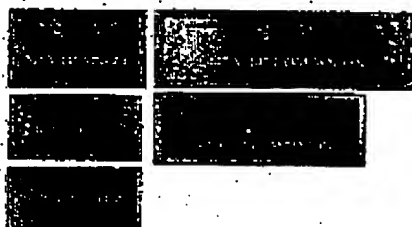
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Preview \$2,675.00
Current \$3,125.00
Total \$5,800.00

1

Memorial Marker Design



Preview \$2,175.00
Current \$3,125.00
Total \$5,300.00

2

44" X 14" Companion Marker Design

| | | |
|----------------|----------------------|----------------------|
| Marker Style: | <input type="text"/> | |
| Year: | <input type="text"/> | <input type="text"/> |
| Date Format: | <input type="text"/> | |
| Center Emblem: | <input type="text"/> | |
| Family Name: | <input type="text"/> | |
| Left Name: | <input type="text"/> | <input type="text"/> |
| Left Emblem: | <input type="text"/> | <input type="text"/> |
| Right Name: | <input type="text"/> | <input type="text"/> |
| Right Emblem: | <input type="text"/> | <input type="text"/> |
| Date of Birth: | <input type="text"/> | <input type="text"/> |
| Month: | <input type="text"/> | <input type="text"/> |
| Day: | <input type="text"/> | <input type="text"/> |
| Year: | <input type="text"/> | <input type="text"/> |
| Date of Death: | <input type="text"/> | <input type="text"/> |
| Month: | <input type="text"/> | <input type="text"/> |
| Day: | <input type="text"/> | <input type="text"/> |
| Year: | <input type="text"/> | <input type="text"/> |



Preview \$2,675.00
Current \$3,125.00
Total \$5,800.00

3



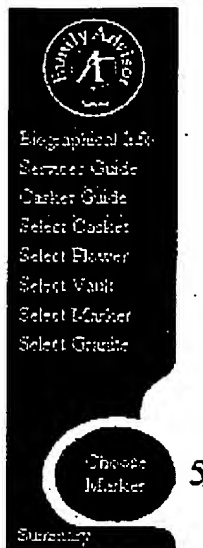
44" X 14" Companion Marker

1. To design and order a memorial marker, click on the desired size marker image pictured on the screen. The markers consist of a single marker (2), companion marker (2) and a veteran marker (1).
2. The family can decide on an emblem for the marker, long date or short date, and vase or without vase. Once all desired fields are filled out click the **Preview Marker** button on the toolbar to the left.
3. The marker will be displayed along with the retail price. If changes are necessary to the marker, click on the **Modify Marker** button at the bottom of the toolbar and repeat the steps above. If the marker shown is satisfactory, click on the **Save & Continue** button.

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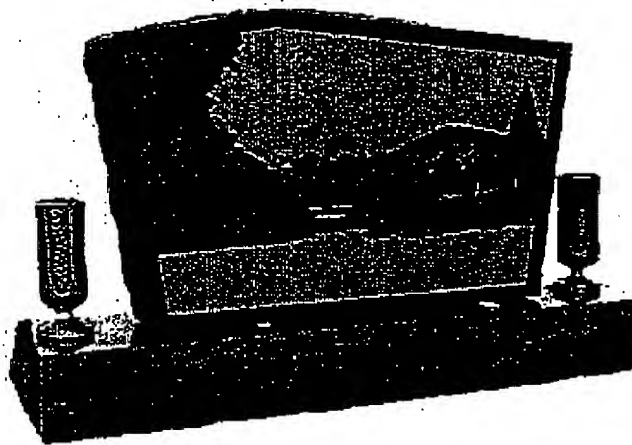
Select Granite

Markers



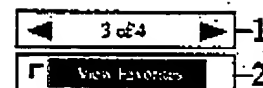
Marker: \$892.50
 Product: \$0.00
 Sub/Merch: \$0.00
 Total: \$892.50

Marker Selection



Deer Sketch on Granite: Standing Deer sketched on granite marker and Full Name

☐ Single 3 ☐ Double 4



3a

Marker Personalization Information

Name

Date of Birth Date of Death

Interpretation

4a

Marker Personalization Information

Family Name

Left Name Right Name

Date of Birth Date of Death

Interpretation

1. **Toggle Keys** - to move through the available selections click the right arrow to move down through the list in descending price order. Click the left arrow to move back one item.

2. **View Favorites** - if the family is attempting to narrow down their selection of items to their favorites, you can click on the box to the left of the **View Favorites** button. You can select as many favorites as the family desires. After toggling through all of the selections and selecting the favorites, click on the **View Favorites** button. Only those that were marked as favorites will appear. If the family wants to view all selections again, click on that same button that now says **View All**. The favorites will be sorted to the front and all other selections will follow. When the family selects the desired item, make sure the picture of the desired item is displayed on the screen.

To add personalization click on the circle to the left of **Single** or **Double**.

3. **Single** - the family can enter the information that they would like displayed on a single marker (3a). Note: this will not be displayed on the marker, since all granite makers vary in size, instead it will be displayed on the Summary and Print Page.

4. **Double** - the family can enter the information that they would like displayed on a double marker (4a). Note: this will not be displayed on the marker, since all granite makers vary in size, instead it will be displayed on the Summary and Print Page.

5. **Choose Marker** - when the family has made their selection click the **Choose Marker** button on the toolbar.

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The "Summary" screen provides a recap of the services/merchandise and products that the family has selected. You can also add products and services that your funeral home provides. To add, click on the blank line under Service/Merchandise or Product to enter your selection. Be sure to include a price. You must click the **Save & Continue** button before any prices adjustments will take effect. Tax will automatically calculate if the tax rate is designated in the tax setup area. If there is cash advance items, enter the advance amount directly on the summary page. Total cost will only be recalculated by clicking the **Save & Continue** button.

1. **Print Page** - if you want to print the summary, click on the **Print Page** button on the bottom of the toolbar. See [Print Page](#) below for more information.
2. **Order** - to order the products online for the family click the **Order** button on the bottom of the toolbar. See [Order](#) below for more information.

| Summary | | | | | |
|---|--|----------------------|------|--------------------|--------------------|
| Name: Natchez, John | | Director: Brown, Tim | | | |
| Account ID Number: 2112236 | | | | | |
| Services/Membership | | Tax | Qty. | Each | Cost |
| Pro Sound Federal Service A | | E | 1 | \$1,000.00 | \$1,000.00 |
| Chassis | | E | 1 | \$70.00 | \$70.00 |
| Chassis Carbons | | E | 1 | \$175.00 | \$175.00 |
| | | F | 1 | | 10.00 |
| | | F | 1 | | 10.00 |
| | | F | 1 | | 10.00 |
| Services/Membership Total: | | | | \$1,255.00 | |
| Products | | | Qty. | Each | Cost |
| CND Chir Brnks S Corp & CND Keweenaw Peninsular Value GRI | | F | 1 | \$4,500.00 | \$4,500.00 |
| Flower 2 package 2 - Flowers, ch bag | | F | 1 | \$125.00 | \$125.00 |
| W-Rent Brnks 4 | | F | 1 | \$2,000.00 | \$2,000.00 |
| Single NK14 | | F | 1 | \$6.24.00 | \$6.24.00 |
| | | F | 1 | | 10.00 |
| | | F | 1 | | 10.00 |
| | | F | 1 | | 10.00 |
| Products Tax: | | | | \$6,641.24 | |
| Product Total: | | | | \$14,471.24 | |
| SUBTOTAL: | | | | \$17,923.24 | |
| Cash Advance Items | | | | | Amount |
| Credit Memorandum | | | | | F |
| Credit | | | | | F |
| Draw Cashier | | | | | F |
| Transfer | | | | | F |
| Commission Fees | | | | | F |
| | | | | | F |
| | | | | | F |
| | | | | | F |
| Cash Advance Total: | | | | | 100.00 |
| CUSTOMER TOTAL: | | | | | \$17,823.24 |

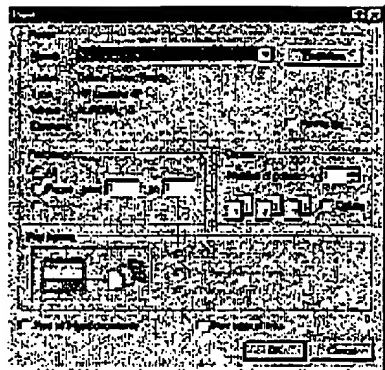

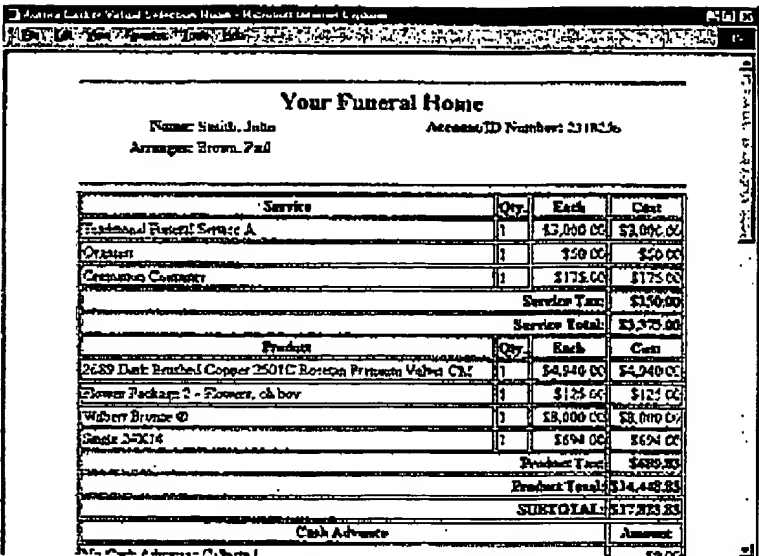
Liquor Market Permit System Information

| | |
|----------------------|--------------|
| Left Name: | John Natchez |
| Left Date of Birth: | Jan. 20 1924 |
| Left Date of Death: | Jan. 20 1999 |
| Right Date of Birth: | |
| Right Date of Death: | |

Traditional Federal Services & Fees shall include the following items:

- Fee Service H of Federal Director and Staff
- Left Shrug
- Other Preparation of The Body
- Display of Body, Making Warnings to Support Name
- Fee of House (For Local City)
- Register Book (1) Member's Family History Cards (1) (2), and Acknowledgment Card (2) (3)

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Burial**Print Page**




3

4

5

3. The "Print" screen will appear. Review all "Print" options insuring they are correct. Click the **OK** button. A copy of the contract (if you entered one in setup) will print with the summary. If you do not want to print the summary, select the **Cancel** button.

4. A pop-up screen will appear that indicates that nothing was printed, select **OK** button.

5. To exit this screen click the **X** in the upper right corner or click **File** then **Close** on the toolbar.

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Burial

Order

After clicking on Order, a new window will pop-up. In this new window you can review your order, specify delivery information or special instructions and place the order on-line. Many of the fields will automatically populate based on the selections that were made during the arrangement process.

If multiple products are ordered (i.e., casket, urn and marker), each one will have an individual order form.

Remember: the vault, flowers, photo panel and granite markers must be ordered directly from the appropriate vendor it will not be ordered online through Family Advisor.

When an order is sent, you should get a message that notifies you it was sent successfully. If you have previously sent an order for a customer and you attempt to send it again you will get a message that notifies you it has already been sent. If there is an error when sending an order, you will get a message notifying you to call Aurora.

1. **Order Now** will default to "Yes." If you do not want to order now, select "No" by using the down arrow to the right of the field. However, realize that Aurora will not receive the order online if you select "No."
2. **Arrangement Type** will automatically populate based on what was entered on the biographical information screen.
3. **Customer Number** will automatically populate based on account ID entered on biographical information screen.
4. **Customer Name** will automatically populate based on Name field entered on biographical information screen.
5. **Product Code** will automatically populate based on product selected.
6. **Description** will automatically populate based on product selected.
7. **Quantity** will automatically populate based on number of products selected, but can be edited.
8. **Normal delivery** will default to "Yes." You can choose "No" by using the down arrow to the right of field.
9. **If No, what time** Please enter the desired delivery time, if you chose "No" in the normal delivery field.
10. **Special Instructions** Note any special instructions that Aurora will need to know regarding this order. There is a 250-character limit to this field.
11. **Insurance Company** Please complete for pre-need. This field will automatically populate if this was completed on the biographical information screen.
12. **Policy Number** Please complete for pre-need. This field will automatically populate if this was completed on the biographical information screen.
13. **Date of contract** Enter date of pre-need contract.
14. **P.O.** Key in purchase order number, if applicable.
15. **Director** This will automatically populate based on what was entered on the biographical information screen.
16. **Account Number** This is your funeral home's account number with Aurora. This field will automatically populate based on setup screen.
17. **Ship To** Automatically defaults to shipping location 1, however, you can choose other locations by using the down arrow to the right of the field.
18. **Phone number** will automatically populate based on setup screen information.

Order / Update

| | | |
|----|-----------------------|--|
| 1 | Order Now: | [Yes] |
| 2 | Arrangement Type: | [Arranged] |
| 3 | Customer Number: | [649510] |
| 4 | Customer Name: | [John Smith] |
| 5 | Product Code: | [12345] |
| 6 | Description: | [SS20 Chameleon Solid White Velvet Beige Velvet] |
| 7 | Quantity: | [1] Set to 0 to Delete |
| 8 | Normal Delivery: | [Yes] |
| 9 | If No What Time: | |
| 10 | Special Instructions: | |
| 11 | Insurance Company: | [None] |
| 12 | Policy Number: | |
| 13 | Date Of Contract: | |
| 14 | P.O.: | |
| 15 | Arranger: | [Paul Brown] |
| 16 | Account Number: | [55555] |
| 17 | Ship To: | [Your Shipping Address] |
| 18 | Phone Number: | [912-926-1111] |

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Cremation

After selecting **Cremation** on the Family Services Selection Guide you will be redirected to one of the Services screens. The services are broken into **Packages, Services, Facilities/Transportation and Merchandise** and will fall respectively in that order. These screens make up your **General Price List**. To access these screens click the **Save & Continue** button on the toolbar. To go directly to a particular screen, select the desired service on the toolbar.

Package Selections

The graphic interface allows users to select the services they desire. The system will calculate the total price of the selected items. The "TOTAL", located at the bottom of the list, will automatically recalculate pricing and tax after each product selection. To deselect a service, click on the Aurora logo. The highlighted line will disappear. The total will be adjusted accordingly.

| Items | Price | Total Price |
|--|------------|-------------------|
| <input type="radio"/> Traditional Graveside Service B | \$2,378.00 | \$2,378.00 |
| <input checked="" type="radio"/> Traditional Cremation Service (Services with Casket and Visitation) | \$2,345.00 | \$2,345.00 |
| 1 | 3 | |
| PACKAGE TOTAL: | | \$2,800.00 |
| GRAND TOTAL: | | \$3,150.00 |
| TOTAL TAX: | | \$150.00 |

1. To select the desired package/services/facility/merchandise, click on the circle to the left of the item. Once your choice has been highlighted and the Aurora logo appears, the system automatically calculates the total price of the selected items. The "TOTAL", located at the bottom of the list, will automatically recalculate pricing and tax after each product selection. To deselect a service, click on the Aurora logo. The highlighted line will disappear. The total will be adjusted accordingly.
2. You can also adjust the Total Price. This is available if the family chooses more than one of an item i.e., two limos, two prayer card packages. Changes to Total Price must be made **after** selecting the item. The total and tax will adjust after tabbing off of the price field.
3. If you entered detailed service descriptions during setup, clicking on the name of the service will access this information. After clicking on the name a screen will appear similar to the one below.

Traditional Cremation Service (Services with Casket and Visitation)

Our charge includes consultation with the family or responsible party, staff and facilities to respond to initial requests for services, coordinating service plans with cemetery, crematory and other parties involved in the final disposition of the deceased, according to their wishes.

- 4** **Basic Services of Funeral Director and Staff**
- Services Include:**
- Initial Preparation of the Body
 - Transfer of Body (Within 30 miles) to Funeral Home
 - Transportation to Crematory/Crematory for Service, Cremation, to Interment Site, Burial
 - Rental of Equipment and Staff for Cremation
 - Transfer to Local, National or International Cemetery (Cremation) and Interment (Burial)

5 Basic Services of Funeral Director and Staff

Our charge includes consultation with the family or responsible party, staff and facilities to respond to initial requests for services, coordinating service plans with cemetery, crematory and other parties involved in the final disposition of the deceased, according to their wishes and necessary transportation and delivery of the deceased. This fee includes services and overhead will be added to the total cost of the funeral arrangements you select. This fee is already included in our charges for direct cremation, immediate burial, and cremation with immediate burial.

4. In the administration you have the ability to "Build a package" by selecting individual services that comprise the package. If you built those services into the package they will display under **Services Include**. This lists those service in the package, each of these service can be clicked on to view the description.
5. The description on the screen will change to the item that was clicked on. Click the **Back** button to return to the Package description.


When the family has picked the desired services on each service screen, click the **Save & Continue** button.

Note: Services, Facilities/Transportation, and Merchandise will not have a **Services Include** list, it is only for Packages.

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The Family Cremation Casket Selection Guide enables a family to view your most popular casket selections or to select a casket based on interests, hobbies, and preferences. This method of selecting a casket allows the family to select a casket in familiar terms. In addition, it gives them the perception that they are "personalizing" the casket.

Note: If you do not answer any of the questions, all of the products that you have selected as part of your "virtual inventory" will be shown. This can be overwhelming to a family. Consumer research has shown that families prefer to choose from no more than 10 caskets. To allow the family to personalize the casket selection, answer one or more of the questions in the selection guide. You may choose multiple selections for each question. However, by answering all questions in the Selection Guide, you run the risk of not having any selections appear. Each question that is answered narrows the selection. Answer only those questions important to the family.



- 1 - Popular Selection
- 2 - Casket Information
- 3 - Theme Room
- 4 - Other
- 5 - Feature
- 6 - Special

Family Cremation Casket Selection Guide

Would you like to see our most popular selections? 1

☐ Yes

Is there a particular gender style that you would prefer?

☐ Feminine ☐ Masculine ☐ Neutral

There are different styles of caskets that can help reflect lifestyles, interests, or hobbies. Would you like to look at any particular style?

☐ Basic ☐ Floral Theme ☐ Nature Theme ☐ Orthodox
☐ Religious Theme ☐ Traditional ☐ Contemporary

Is there a particular interior color that you would like?

☐ Blue ☐ Black ☐ Pink ☐ White

Is there a particular type of material you have in mind?

Wood

☐ Ash ☐ Birch ☐ Cherry ☐ Elm
☐ Mahogany ☐ Maple ☐ Oak ☐ Pine
☐ Poplar ☐ Veneer ☐ Walnut

Cloth

☐ Cloth

Is there a particular casket style that you would prefer?

☐ Full Couch ☐ Half Couch

All questions on this casket guide are those available for your use, you can customize which ones appear in the Administration.

1. **Popular Selection** - these products are ones that you designate in the Administration as **Popular**. For all other questions, click on the circle located to the left of each option. The Aurora logo will appear to indicate your selection.
2. **Casket Information** - this screen gives you the opportunity to educate the family on casket material options. The family can learn about each type of metal or specie of wood available. This area also includes video clips on the manufacturing process to demonstrate the value of the product. See [Casket Information](#) below.
3. **Theme Room** - click to view an example of Aurora's Personal Expressions Room. See [Personal Expressions](#) below.
4. **Other** - these products are ones that you designate in the Administration as **Other** selections. They will display with the normal line of caskets. To view those caskets you marked as *Other*, click on the **Other** button and you will be redirected to the Casket Selection.
5. **Feature** - these products are ones that you designate in the Administration as **Feature** selections. They will **not** display with the normal line of caskets, the only way to view these is by clicking on the **Feature** button.
6. **Special** - these products are rental units. This is the only way you will be able to access the wood rental units. These must be in your service center and selected to sell.

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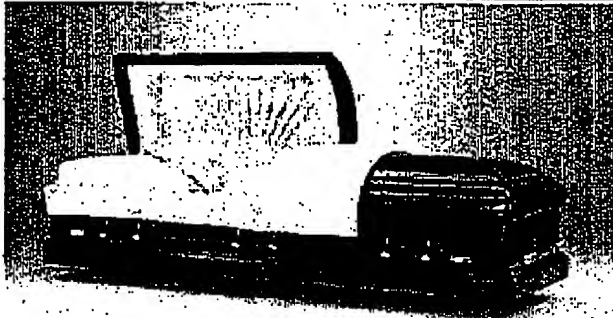
Guide - Cremation

Casket Information

Note: Consumer research indicates that the information below is helpful in making pre-need arrangements. It serves as a good discussion area to inform the family of their options.

Wood Caskets

Mahogany is revered by many as the premier hardwood. Mahogany has a very distinct, pleasing grain and its propensity for high luster finishing creates unmatched beauty and eye appeal.





6 To see more information on specific types of wood caskets and to view the different types of wood caskets, click on the following:

[Mahogany](#) [Oak](#) [Cherry](#) [Maple](#) [Poplar](#) [Hardwood Veneer](#)

7 To see different aspects of how wood caskets are made, click on the following:

[Wood Finish](#) [Interior Finishing Process](#)


[Close](#)

6. Click on the  button to the left of the name for information and an image of a particular type of casket.
7. Click on the  button to the left of the name for a video displaying the casket making processes.


Personal Expressions

Personal Expressions


Personalization gives the unique capability of keeping loved ones alive in our memory. They can also help us celebrate the many memories of a life lived.




Service - The Veteran




Country - The Farmer




Religious - Lord's Prayer



Feminine - The Quaker

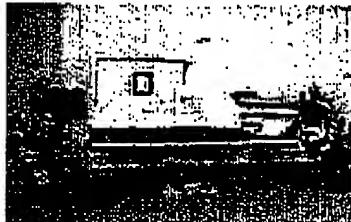


Hobbies - The Golfer



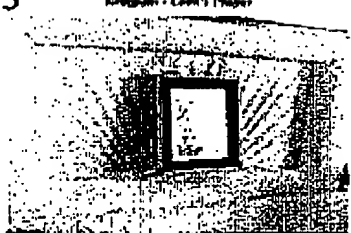
Hobbies - Fisherman

[Close](#)



Religious - Lord's Prayer

2 [Close](#)



Religious - Lord's Prayer

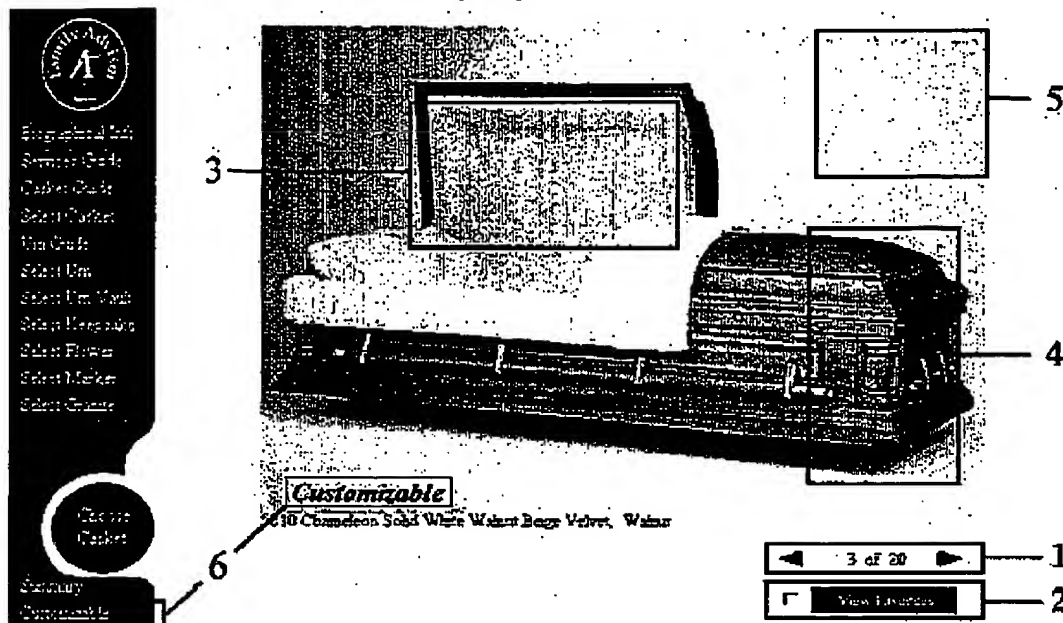
3 [Close](#)

1. From the main screen of Personal Expressions click on an image for a full-view.
2. On the full view of the image, click on the head panel of the casket for a close-up of the panel.
3. On the close-up of the panel click the **Back** button to return to the full view of the image.

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Cremation

The casket selection screen allows you to view the available caskets, based on the choices in the selection guide, in order of highest to lowest price. This allows you to show the family the highest priced casket through the lowest priced casket in descending order.



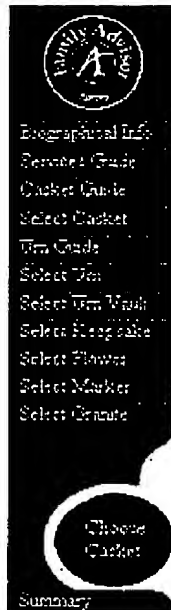
1. **Toggle Arrows** - to toggle forward through the available caskets click the arrow on the right. To toggle back click the arrow on the left, you can toggle back and forth as often as you desire.
2. **View Favorites** - if the family is attempting to narrow down their selection of caskets to their favorites, you can click on the box to the left of the **View Favorites** button. You can select as many favorites as the family desires. After toggling through all of the selections and selecting the favorites, click on the **View Favorites** button. Only those that were marked as favorites will appear. If the family wants to view all selections again, click on that same button that now says **View All**. The favorites will be sorted to the front and all other selections will follow. When the family selects the desired casket, make sure the picture of the desired casket is displayed on the screen and select.
3. **Interior Closeup** - to view a closeup of the casket interior, click in the outlined area as shown.
4. **Hardware Closeup** - to view a closeup of the casket hardware, click in the outlined area as shown.
5. **Fullview** - to see the fullview of the casket, click in the outlined area as shown.
6. **Customizable** - one casket will be marked as **Customizable** it is the Chameleon and it has different interchangeable corners. To view this casket click on the **Customizable** button on the toolbar. There may also be a few selected caskets that are marked **Special Order**. This is a reminder for you that these caskets must be air shipped to your funeral home and extra charges may apply for freight. See Customizable Caskets below for more details.

When the family decides on a casket, click the **Choose Casket** button on the toolbar.

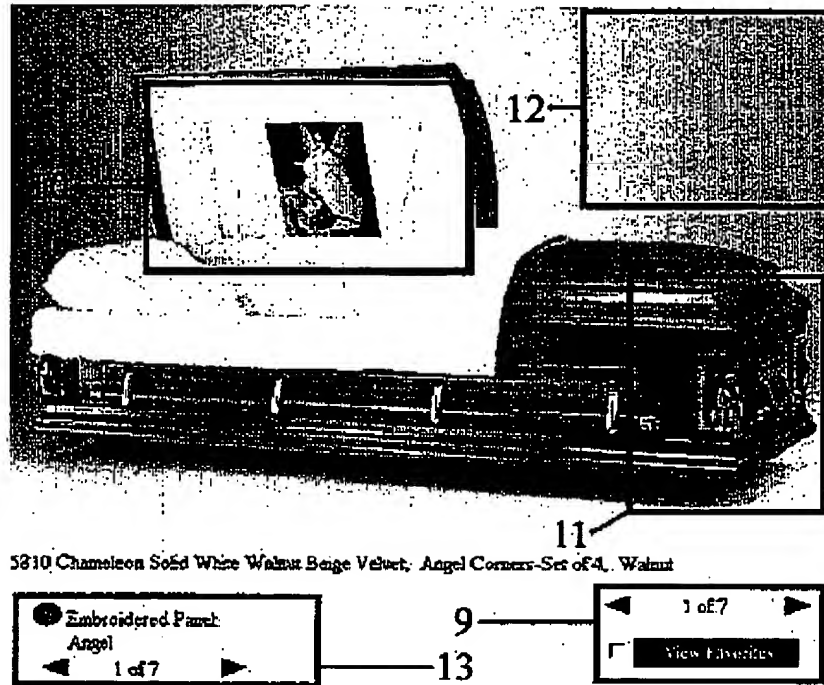
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Cremation

Customizable Caskets



Casket \$2,866.50
 Products \$0.00
 Srv/Merch \$0.00
 Total \$2,866.50



9. **Toggle Arrows** - to toggle forward through the available medallions or corners click the arrow on the right. To toggle back click the arrow on the left, you can toggle back and forth as often as you desire.
10. **Interior Closeup** - to view a closeup of the casket interior, click in the outlined area as shown.
11. **Hardware Closeup** - to view a closeup of the casket hardware, click in the outlined area as shown.
12. **Fullview** - to see the fullview of the casket, click in the outlined area as shown.

Insert Panels - to toggle through insert panels follow the instructions for toggling through caskets from above. To view a closeup of the insert panel *double-click* on the panel image. If the family wishes to purchase a panel, be sure that it is visible when purchasing the casket.

13. **Embroidered Panels** - to view insert panels click on the circle to the left of the name Embroidered Panel. These can be dragged into the head panel of the casket.

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Family Cremation Urn Selection Guide

The Family Cremation Urn Selection Guide enables a family to select an urn based on interests, hobbies, preferences, and desired disposition of the cremated remains. This method of selecting an urn allows the family to select an urn in familiar terms. To narrow the search for the most appropriate urn, answer one or more of the questions.

To select the desired response to each question, click on the circle located to the left of each option. The Aurora logo will appear to indicate your selection. Once the preferences have been highlighted, click the **Continue** button.

Note: If you do not answer any of the questions, all of the products that you have selected as part of your "virtual inventory" will be shown. This can be overwhelming to a family. Consumer research has shown that families would like to see approximately 20 urns or less from which to choose. However, by answering all questions in the Selection Guide, you run the risk of not having any selections appear. Answer only those questions important to the family.

Family Cremation Urn Selection Guide

Would you like to see our most popular selections? ☒ Yes

There are different styles of urns that can help reflect lifestyles, interest, or hobbies. Would you like to look at any particular style?

☐ Basic ☐ Contemporary ☐ Floral Theme ☐ Nature Theme
☐ Religious Theme ☐ Veterans Theme ☐ Basic ☐ Traditional

Is there a particular type of material you have in mind?

Wood

☐ Cherry ☐ Exotic Hardwood ☐ Mahogany ☐ Maple
☐ Oak ☐ Walnut

Metal

☐ Bronze ☐ Cast Bronze ☐ Copper ☐ Pewter
☐ Sculptured Bronze ☐ Sheet Bronze ☐ Stainless Steel

Additional Materials

☐ Ceramic ☐ Cloisonné ☐ Coloured Marble ☐ Fossil Stone
☐ Solid Marble ☐ Stainless Steel

Where do you intend to place the cremated remains?

☐ In the Home ☐ Day ☐ Urn Niche ☐ Scavry

Continue

All questions on this urn guide are those available for your use, you can customize which ones appear in the Administration.

1. **Popular Selection** - these products are ones that you designate in the Administration as **Popular**. For all other questions, click on the circle located to the left of each option. The Aurora logo will appear to indicate your selection.

2. **Urn Information** - this screen gives you the opportunity to educate the family on urn material options. This screen offers valuable information on the types of urns available and what a family may want to consider when selecting an urn. In addition, this screen also offers a video segment on the manufacturing process of an urn. This video segment assists in demonstrating the value of the products. See [Urn Information](#) below.

3. **Other** - these products are ones that you designate in the Administration as **Other** selections. They will display with the normal line of urns. To view those urn you marked as **Other**, click on the **Other** button and you will be redirected to the Urn Selection.

4. **Feature** - these products are ones that you designate in the Administration as **Feature** selections. They will **not** display with the normal line of urn, the only way to view these is by clicking on the **Feature** button.

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Cremation

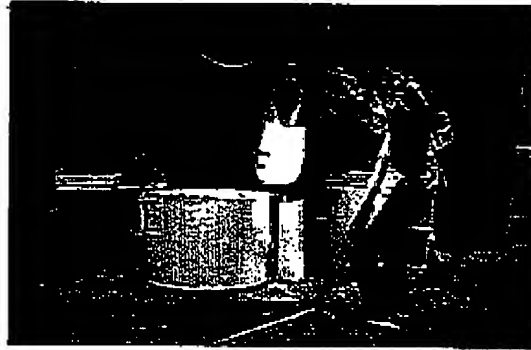
Urn Information

Note: Consumer research indicates that the information below is helpful in making pre-need arrangements. It serves as a good discussion area to inform the family of their options.



Urns

An urn is a permanent memorial container to hold the cremated remains after the cremation has taken place. Urns are available in a variety of shapes, styles, and materials. Popular materials used to make urns are stainless steel, wood, ceramic, pewter, cloisonné, bronze, and many others. Bronze is the most permanent and highest quality of all urn materials.

The choice of urn that your family selects can be based on several factors, the most important of which is where the urn will ultimately be kept. Some urns are designed as works of art to be kept at home, while others are designed to be placed in an urn niche or used for burial. To find out how cremation urns are made, click on the button for more information.



Close

6. Click on the  button to the left of the name for information and an image of a particular type of urn.
7. Click on the  button to the left of the name for a video displaying the urn making processes.

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Select Urn - Burial

The urn selection screen allows you to view the available cremation urns in order of highest to lowest price. The number inside the toggle arrows indicates how many urns meet the family's selection criteria. To move from one urn to the next, click on the arrows on the bottom right of the screen.

1. **Toggle Arrows** - to toggle forward through the available urns click the arrow on the right. To toggle back click the arrow on the left, you can toggle back and forth as often as you desire.

View Favorites - if the family is attempting to narrow down their selection of urns to their favorites, you can click on the box to the left of the **View Favorites** button. You can select as many favorites as the family desires. After toggling through all of the selections and selecting the favorites, click on the **View Favorites** button. Only those that were marked as favorites will appear. If the family wants to view all selections again, click on that same button that now says **View All**. The favorites will be sorted to the front and all other selections will follow. When the family selects the desired urn, make sure the picture of the desired urn is displayed on the screen and select.

2. **Personalization Choices** - to personalize an urn, click on the **Personalization Choices** button. The retail price for the personalization option will appear to the right of the word **Personalization Choices**. An urn personalization information section will appear at the bottom of the screen. You will have to scroll down to view this section. The first box contains a drop arrow. Click on this to choose the personalization option. If the urn is not suitable for engraving directly on the urn, the only option available will be **Easel**. If the urn is suitable for engraving, the family will have the option to engrave the urn or select an **easel**. Continue by completing the fields important to the family. The only field that is required is the first name.

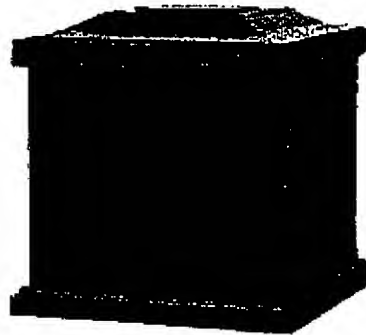
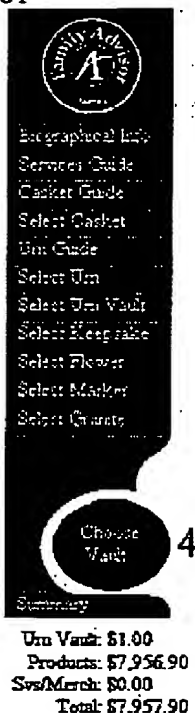
When a family selects the desired urn and has completed the personalization options, make sure the picture of the desired urn is displayed on the screen and select "Choose Urn" on the tool bar.

If none of the urns selected meet the family's satisfaction, return to the Selection Guide by choosing "Urn Guide" on the toolbar and changing your selection criteria.

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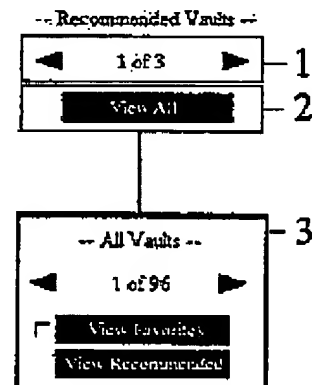
Select Urn Vaults

In the administration you have the ability to recommend up to 3 vaults per casket material type. When viewing vaults after a family chooses a casket the recommended vaults will display first, but at anytime the family wishes to view all vaults you can click on the View All button. If no vaults have been recommended for a particular casket material type then all vaults selected will display in descending price order.



Doric Revere - Chestnut, Polystyrene

The Revere is top sealing, features raised panel detailing and is offered in two attractive wood grained finishes, pewter and chestnut. Produced using an exclusive polymer process, the Revere supports loads in excess of 100,000 lbs.



1. **Toggle Keys** - to move through the available selections click the right arrow to move down through the list in descending price order. Click the left arrow to move back one item.
2. **View All** - If you have selected Vaults to be recommended with certain Casket materials, they will show up first on the Vault page. If the family doesn't want a recommended vault, click on the "View All" button to see all of the Vaults you have selected to sell
3. After clicking the View All button the name above the toggle keys will change from *Recommended Vaults* to *All Vaults* and the View All button will change to View Favorites. If at anytime the family wishes to view the recommended vaults again, simply click the View Recommended button.

View Favorites - if the family is attempting to narrow down their selection of items to their favorites, you can click on the box to the left of the View Favorites button. You can select as many favorites as the family desires. After toggling through all of the selections and selecting the favorites, click on the View Favorites button. Only those that were marked as favorites will appear. If the family wants to view all selections again, click on that same button that now says View All. The favorites will be sorted to the front and all other selections will follow.

4. **Choose Vault** - when the family has made their selection click the Choose Vault button on the toolbar.

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Burial

The urn selection screen allows you to view the available cremation urns in order of highest to lowest price. The number inside the toggle arrows indicates how many urns meet the family's selection criteria. To move from one urn to the next, click on the arrows on the bottom right of the screen.

Biographical Info
Services Guide
Casket Guide
Select Casket
Urn Guide
Select Urn
Select Urn Vase
Select Keepsake
Select Flower
Select Marker
Select Granite

Choose Keepsake

Keepsake: \$4,725.00
Products: \$7,956.90
Sep/Memorial: \$0.00
Total: \$12,681.90

ID: 585000
Keepsake: 585000 Pure 14K Gold Heart Jewelry
Volume & Diameter: 0 x 0

1 View Favorites 1 of 55

2 Personalization Choices Personalization Charge: \$50.00

Keepsakes Personalization Information

[Easel] (dropdown)
First Name: John Middle:
Last Name: Smith
Date of Birth: Date of Death:
Interphon:

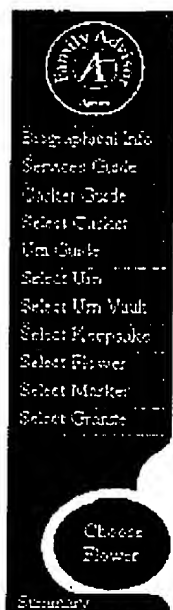
1. **Toggle Arrows** - to toggle forward through the available keepsakes click the arrow on the right. To toggle back click the arrow on the left, you can toggle back and forth as often as you desire.

View Favorites - if the family is attempting to narrow down their selection of keepsakes to their favorites, you can click on the box to the right of the **View Favorites** button. You can select as many favorites as the family desires. After toggling through all of the selections and selecting the favorites, click on the **View Favorites** button. Only those that were marked as favorites will appear. If the family wants to view all selections again, click on that same button that now says **View All**. The favorites will be sorted to the front and all other selections will follow. When the family selects the desired keepsake, make sure the picture of the desired keepsake is displayed on the screen and select.

2. **Personalization Choices** - to personalize a keepsake, click on the **Personalization Choices** button. The retail price for the personalization option will appear to the right of the word **Personalization Choices**. A keepsake personalization information section will appear at the bottom of the screen. You will have to scroll down to view this section. The first box contains a drop arrow. Click on this to choose the personalization option. If the keepsake is not suitable for engraving directly on the keepsake, the only option available will be **Easel**. If the keepsake is suitable for engraving, the family will have the option to engrave the keepsake or select an **easel**. Continue by completing the fields important to the family. The only field that is required is the first name.

When a family selects the desired keepsake and has completed the personalization options, make sure the picture of the desired keepsake is displayed on the screen and select **"Choose Keepsake"** on the toolbar.

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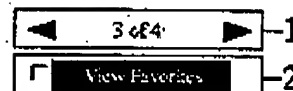


Flower Selection



Flower: \$159.75
Products: \$12,786.90
Srv/Merch \$0.00
Total: \$12,946.65

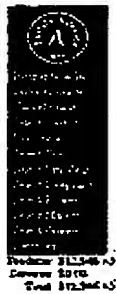
Dozen Roses: One dozen beautiful fresh cut red roses in a glass vase.



1. **Toggle Keys** - to move through the available selections click the right arrow to move down through the list in descending price order. Click the left arrow to move back one item.
2. **View Favorites** - if the family is attempting to narrow down their selection of items to their favorites, you can click on the box to the left of the **View Favorites** button. You can select as many favorites as the family desires. After toggling through all of the selections and selecting the favorites, click on the **View Favorites** button.. Only those that were marked as favorites will appear. If the family wants to view all selections again, click on that same button that now says **View All**. The favorites will be sorted to the front and all other selections will follow. When the family selects the desired item, make sure the picture of the desired item is displayed on the screen and select.
3. **Choose Flower** - when the family has made their selection click the **Choose Flower** button on the toolbar.

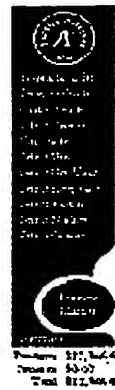
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Bronze Markers



1

Memorial Marker Design



2

4" X 14" Companion Marker Design

Marker Style:
 View: Side
 Date Format: Full Date (MM/DD/YY) Year Only
 Custom Engraving:
 Family Name:
 Left Name: Right Name:
 Left Engraving: Right Engraving:
 Date of Birth: Date of Birth:
 Month: Month:
 Day: Day:
 Year: Year:
 Date of Death: Date of Death:
 Month: Month:
 Day: Day:
 Year: Year:



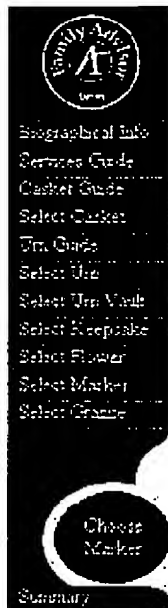
3



4" X 14" Companion Marker

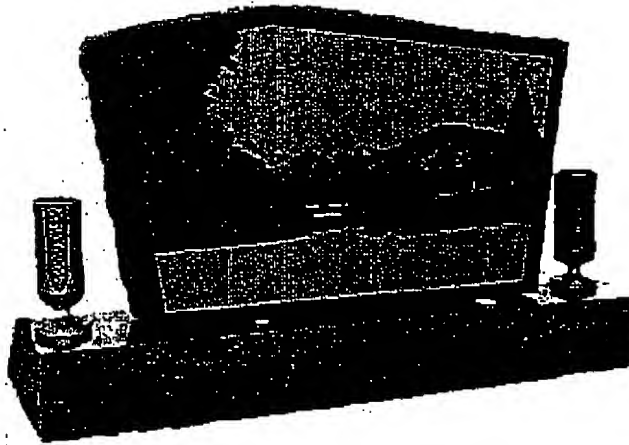
1. To design and order a memorial marker, click on the desired size marker image pictured on the screen. The markers consist of a single marker (2), companion marker (2) and a veteran marker (1).
2. The family can decide on an emblem for the marker, long date or short date, and vase or without vase. Once all desired fields are filled out click the **Preview Marker** button on the toolbar to the left.
3. The marker will be displayed along with the retail price. If changes are necessary to the marker, click on the **Modify Marker** button at the bottom of the toolbar and repeat the steps above. If the marker shown is satisfactory, click on the **Save & Continue** button.

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**Select Granite
Markers**

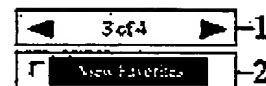
Summary

Marker \$892.50
 Products \$13,263.75
 SvdMerch \$0.00
 Total \$14,156.25

Marker Selection

Deer Sketch on Granite: Staining Deer sketched on
 granite marker and Full Name

☐ Single ☐ Double
 3 4



3a

Marker Personalization Information

Name

Date of Birth Date of Death

Inscriptions

4a

Marker Personalization Information

Family Name

Left Name Right Name

Date of Birth Date of Birth

Date of Death Date of Death

Inscriptions

1. **Toggle Keys** - to move through the available selections click the right arrow to move down through the list in descending price order. Click the left arrow to move back one item.

2. **View Favorites** - if the family is attempting to narrow down their selection of items to their favorites, you can click on the box to the left of the **View Favorites** button. You can select as many favorites as the family desires. After toggling through all of the selections and selecting the favorites, click on the **View Favorites** button. Only those that were marked as favorites will appear. If the family wants to view all selections again, click on that same button that now says **View All**. The favorites will be sorted to the front and all other selections will follow. When the family selects the desired item, make sure the picture of the desired item is displayed on the screen.

To add personalization click on the circle to the left of **Single** or **Double**.

3. **Single** - the family can enter the information that they would like displayed on a single marker (3a). Note: this will not be displayed on the marker, since all granite makers vary in size, instead it will be displayed on the Summary and Print Page.

4. **Double** - the family can enter the information that they would like displayed on a double marker (4a). Note: this will not be displayed on the marker, since all granite makers vary in size, instead it will be displayed on the Summary and Print Page.

5. **Choose Marker** - when the family has made their selection click the **Choose Marker** button on the toolbar.

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Summary Page - Cremation

Print Page

Your Funeral Home
Name: Smith, John Account/ID Number: 234567
Address: Brown, Paul

| Service | Qty | Each | Cost |
|---|-----|------------|--------------------|
| Traditional Cremation Service (Caskets with Caskets and Urns) | 1 | \$3,000.00 | \$3,000.00 |
| Urn | 1 | \$50.00 | \$50.00 |
| Cremation Container | 1 | \$175.00 | \$175.00 |
| Service Total: | | | \$3,225.00 |
| Product | Qty | Each | Cost |
| Decorative Solid Mahogany Casket with Urn | 1 | \$3,000.00 | \$3,000.00 |
| Casket of Life - Durable | 1 | \$4,345.00 | \$4,345.00 |
| Flower Package 1 | 1 | \$125.00 | \$125.00 |
| Viewing Casket | 1 | \$694.00 | \$694.00 |
| Product Total: | | | \$8,164.00 |
| Subtotal: | | | \$11,389.00 |
| Cash Advance | | | Amount |

3. The "Print" screen will appear. Review all "Print" options insuring they are correct. Click the OK button. A copy of the contract (if you entered one in setup) will print with the summary. If you do not want to print the summary, select the Cancel button.

4. A pop-up screen will appear that indicates that nothing was printed, select OK button.

5. To exit this screen click the X in the upper right corner or click File then Close on the toolbar.

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Summary Page - Cremation

Order

After clicking on Order, a new window will pop-up. In this new window you can review your order, specify delivery information or special instructions and place the order on-line. Many of the fields will automatically populate based on the selections that were made during the arrangement process.

If multiple products are ordered (i.e., casket, urn and marker), each one will have an individual order form.

Remember: the vault, flowers, photo panel and granite markers must be ordered directly from the appropriate vendor it will not be ordered online through Family Advisor.

When an order is sent, you should get a message that notifies you it was sent successfully. If you have previously sent an order for a customer and you attempt to send it again you will get a message that notifies you it has already been sent. If there is an error when sending an order, you will get a message notifying you to call Aurora.

1. **Order Now** will default to "Yes." If you do not want to order now, select "No" by using the down arrow to the right of the field. However, realize that Aurora will not receive the order online if you select "No."
2. **Arrangement Type** will automatically populate based on what was entered on the biographical information screen.
3. **Customer Number** will automatically populate based on account ID entered on biographical information screen.
4. **Customer Name** will automatically populate based on Name field entered on biographical information screen.
5. **Product Code** will automatically populate based on product selected.
6. **Description** will automatically populate based on product selected.
7. **Quantity** will automatically populate based on number of products selected, but can be edited.
8. **Normal delivery** will default to "Yes." You can choose "No" by using the down arrow to the right of field.
9. **If No, what time** Please enter the desired delivery time, if you chose "No" in the normal delivery field.
10. **Special Instructions** Note any special instructions that Aurora will need to know regarding this order. There is a 250-character limit to this field.
11. **Insurance Company** Please complete for pre-need. This field will automatically populate if this was completed on the biographical information screen.
12. **Policy Number** Please complete for pre-need. This field will automatically populate if this was completed on the biographical information screen.
13. **Date of contract** Enter date of pre-need contract.
14. **P.O.** Key in purchase order number, if applicable.
15. **Director** This will automatically populate based on what was entered on the biographical information screen.
16. **Account Number** This is your funeral home's account number with Aurora. This field will automatically populate based on setup screen.
17. **Ship To** Automatically defaults to shipping location 1, however, you can choose other locations by using the down arrow to the right of the field.
18. **Phone number** will automatically populate based on setup screen information.

Order / Update

| | | |
|----|-----------------------|---|
| 1 | Order Now: | Yes |
| 2 | Arrangement Type: | As-Need |
| 3 | Customer Number: | 954236 |
| 4 | Customer Name: | John E. M. |
| 5 | Product Code: | 440105 |
| 6 | Description: | Burtondale Solid Mahogany Silver Dedge Velvet |
| 7 | Quantity: | 1 Set to 0 to Delete |
| 8 | Normal Delivery: | Yes |
| 9 | If No What Time: | |
| 10 | Special Instructions: | |
| 11 | Insurance Company: | None |
| 12 | Policy Number: | |
| 13 | Date Of Contract: | |
| 14 | P.O.: | |
| 15 | Director: | Paul Brown |
| 16 | Account Number: | 95555 |
| 17 | Ship To: | Your Shipping Address |
| 18 | Phone Number: | 937-226-1111 |

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Pre-Need Conversion

To access the existing records

Search for a pre-need customer by entering a **Customer ID** or by clicking on the drop-down box and searching by **Last Name**.

1. **Change To At-Need** - a button just to the left of Pre-Planning will appear. Click this button and you will be prompted to enter a deceased date. Once that is complete the screen will reload and the **Change To At-Need** button will be gone. Click the **Continue** button for the Pre-Need and At-Need comparison.
2. **Date Input** - enter the deceased date in the proper format. For example: 12/12/2000.
3. **Confirm Change** - if the deceased date entered is correct and you want to continue with the changes click the **Yes** button, otherwise click the **No** button.



Biographical Information

Search for Customer:

By Customer ID

By Customer Name

Date: 12/2/00 * (Ex: 12/12/2000)

Account/ID Number: 555444 *

Name (Last, First): Smith John *

Address:

(City, State, Zip):

1. Pre-Planning:

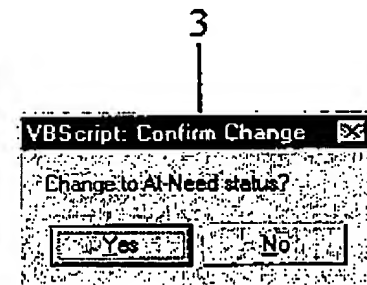
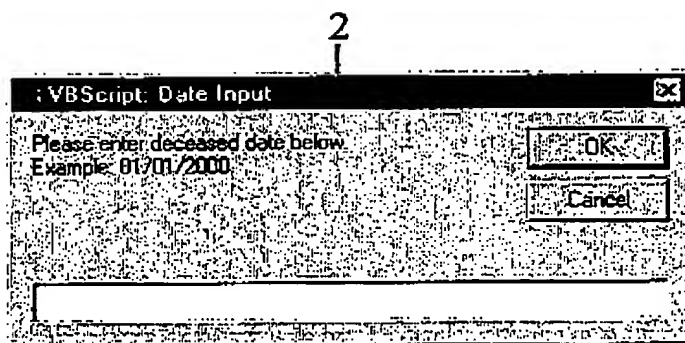
Director: Jim Thorpe

Informant (Last, First Name):

Informant Address:

(City, State, Zip):

* Required Information



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Pre-Need Conversion**Pre-Need to At-Need**

The purpose of this page is to provide a tool to update products and services selected for Pre-Need arrangements to At-Need products and services as desired by the family.

1. To update a Service, click on the **Update Service** button. This will take you to the Service Selection Guide, where it is explained. When you are finished updating all services you will be redirected back to the Pre-Need/At-Need comparison screen so the family can see the changes that have been made for services.
2. To update a Burial or Cremation product, click on either the **Update Burial Product** button or **Update Cremation Product** button. This will take you to the Family Casket Selection Guide or the Family Cremation Casket Selection Guide. When you are finished updating all products you will be redirected back to the Pre-Need/At-Need comparison screen so the family can see the changes that have been made for products.
3. To update a Cash Advance, click on the **Update Items** button. This will take you to the Summary Page, where you can price the Cash Advance Items.

**Customer Information**

Deceased: John Smith
Address: 2178 Main Street
Cincinnati, OH 45233
Customer #: 736
Date: 11/25/00
Arrangement: Pre-Need
Date: 12/10/00
Arrangement: At-Need
Director: Therpe, Jan

Informant: Margaret Smith
Address: 2178 Main Street
Cincinnati, OH 45233

Pre-Need

| | |
|---|--------------------|
| Service: Traditional Service Charge | Cost: \$2,735.00 |
| Service: Miscellaneous Supplies (Includes Registry Book, Acknowledgements Cards, Printed Service Folders and Temporary Markers) | Cost: \$100.00 |
| Product: 3836 Light Brushed 1524T Silver Premium Velvet AS | Cost: \$2,860.00 |
| Product: Birch Tree - Silver Premium Velvet Square Half Couch | Cost: \$80.00 |
| Product: Doves Rose - One dozen beautiful fresh cut red roses in a glass vase | Cost: \$60.00 |
| Product: Wilbert Bronze B | Cost: \$2,000.00 |
| Item: None required at this time | |
| Total: | \$13,835.00 |

At-Need

| | |
|---|--------------------|
| Service: Traditional Service Charge | Cost: \$2,735.00 |
| Service: Miscellaneous Supplies (Includes Registry Book, Acknowledgements Cards, Printed Service Folders and Temporary Markers) | Cost: \$100.00 |
| 1 — Update Service | |
| Product: 3836 Light Brushed 1524T Silver Premium Velvet AS | Cost: \$2,860.00 |
| Product: Birch Tree - Silver Premium Velvet Square Half Couch | Cost: \$80.00 |
| Product: Doves Rose - One dozen beautiful fresh cut red roses in a glass vase | Cost: \$60.00 |
| Product: Wilbert Bronze B | Cost: \$2,000.00 |
| 2 — Update Burial Product Update Cremation Product | |
| Item: None required at this time | |
| 3 — Update Item | |
| Total: | \$13,835.00 |

****While updating services and products, you will notice the Pre-Need button on the bottom of the toolbar. If you want to get back to the Update page at anytime, just click on the Pre-Need button. Please remember to save your changes.**

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